

HP Software HP Data Protector v. 6.2 (incl. Media Operations) Obsolescence Announcement

Frequently Asked Questions

On December 1, 2013, HP announced the end of sale date and end of support dates for HP Data Protector v. 6.2 and HP Data Protector Media Operations v. 6.2 (referred to as HP Data Protector v. 6.2 in this document)

This document provides answers to frequently asked questions regarding this announcement.

Product related questions

<i>Question</i>	When is HP discontinuing HP Data Protector v. 6.2?
<i>Answer</i>	Effective December 1, 2013, HP is announcing the discontinuance of HP Data Protector v. 6.2. Current customers may continue to purchase additional licenses of HP Data Protector v. 6.2 until April 1, 2014. As of this date, the Media product will be removed from HP's Corporate Price List and will no longer be orderable.
<i>Question</i>	Why is HP discontinuing HP Data Protector v. 6.2?
<i>Answer</i>	Effective with the new release of HP Data Protector v. 8.0, HP is announcing the obsolescence of the older versions of HP Data Protector v. 6.2. This is in accordance with the HP Software Supported Version Policy 4.4. Definitions of terms are documented in the HP Software product version obsolescence guidelines .
<i>Question</i>	What product numbers are affected by this obsolescence?
<i>Answer</i>	Please refer to Appendix B in the customer letter for the list of affected product numbers.
<i>Question</i>	When is the last date I can order HP Data Protector v. 6.2?
<i>Answer</i>	HP Data Protector v. 6.2 will continue to be available for purchase to current support customers through April 1, 2014. As of that date, you will no longer be able to purchase additional licenses of the product.
<i>Question</i>	Can I still purchase additional licenses for HP Data Protector v. 6.2.
<i>Answer</i>	Additional licenses may not be purchased for versions that are discontinued and past their end of sale date.
<i>Question</i>	Do I need to request new license keys when upgrading to HP Data Protector v.

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	8.0?
<i>Answer</i>	No, you don't need new license keys for HP Data Protector v. 8.0.
<i>Question</i>	What version of HP Data Protector is currently available and what upgrade plans do you have for the product, if any?
<i>Answer</i>	The latest version is HP Data Protector v. 8.0. Please check www.hp.com/go/software or otherwise check with your local HP sales representative or HP software business partner for the latest information.
<i>Question</i>	Who can I contact if I have more questions with regards to this product discontinuance?
<i>Answer</i>	You have several options available to you: <ul style="list-style-type: none"> • Contact your local HP sales representative or your local HP software business partner: h20229.www2.hp.com/buy/index.html Web Self Solve: hp.com/go/hpsoftwaresupport/ • HP Technical Support: hp.com/go/hpsoftwaresupport/casemanager/submitcase
<i>Question</i>	What are the hardware requirements to upgrade to HP Data Protector v. 8.0?
<i>Answer</i>	Hardware requirements will vary depending on your operating system, please review the appropriate System Requirements and Compatibility Matrix document or contact your local HP Sales Representative or HP Software Business Partner for further assistance.
<i>Question</i>	Where can I find upgrade information for HP Data Protector v.6.2?
<i>Answer</i>	Your local HP sales representative or HP Software Business Partner can help you get this information.
<i>Question</i>	I plan to upgrade my HP Data Protector v.6.2 environment using in-house technical resources. Where do I get all the required software?
<i>Answer</i>	All HP Data Protector v.6.2 support customers can download HP Data Protector v. 8.0 media via 'My Updates'.
<i>Question</i>	What is the concurrent support time period
<i>Answer</i>	Not applicable for HP Data Protector products.
Support contract related questions	
<i>Question</i>	What is the end of support date?
<i>Answer</i>	The End of Support date for HP Data Protector v. 6.2 is December 31, 2014. As of this date all customer support activities for this version will cease, this includes: <ul style="list-style-type: none"> • Telephone support • Security Rule updates • Product upgrades
<i>Question</i>	Are there any other key dates I need to be aware of?
<i>Answer</i>	Please see Customer Letter page 1 for key dates.
<i>Question</i>	What are my discontinuance options?

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Answer Customers have the option to continue using HP Data Protector v. 6.2. HP will stop providing support for HP Data Protector v. 6.2 on December 31, 2014. Self-Help Support will continue to be available through December 31, 2016. Customers are encouraged to begin reviewing their business requirements for HP Data Protector v. 6.2. Customers are also encouraged to contact their local HP Sales Representative or HP Software Business Partner for help in determining migration options that meet your business needs.

Question Can I get a support contract for technical support only, without having to pay for upgrades?

Answer No, support contracts include both technical support and software updates.

Question Should there be a defect with a version of HP Data Protector v. 6.2 for which no defect fixing is done anymore, can I pay for a fix to be implemented on my request?

Answer HP may choose to offer defect fixes at a premium price, depending on available resources.

Question If I am on a support contract, what will I be entitled to?

Answer You should have received a letter or electronic notification from HP to inform you about the availability of HP Data Protector v. 8.0 for support customers, what license(s) you were entitled to under your support contract and how to sign up for it. Your local HP Sales and Support Representatives or your HP Software Business Partner can help provide information and assistance to enable your upgrade to be easy and successful.

Question When I upgrade from HP Data Protector v. 6.2 to HP Data Protector v. 8.0, can I continue my existing support contracts until they expire?

Answer Yes, your support contract will be updated automatically at the next renewal time.

Question When I upgrade from HP Data Protector v. 6.2 to HP Data Protector v. 8.0, can I expect the same support pricing compared to HP Data Protector v. 6.2?

Answer Not necessarily. Each product support price is determined independently. Please work with your HP representative to know the difference in support pricing, if any.

Question What migration services are available to help me upgrade?

Answer Your local HP sales representative or HP software business partner can help you get this information.

Question What educational training packages are available for the HP Data Protector v. 8.0?

Answer Your local HP sales representative or HP software business partner can help you

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get this information.>>

For more information

For more information on HP Data Protector v. 8.0 and HP Software services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:.

hp.com/go/software
hp.com/go/hpssoftwaresupport/
hp.com/go/hpssoftwaresupport/support-lifecycle

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