



HP Software Data Protector 6.1x Obsolescence Announcement

Frequently Asked Questions

On June 1, 2012, HP announced the end of sale date and end of support dates for HP Data Protector 6.1x including HP Data Protector Media Operations 6.1x.

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

Product related questions

Question When is HP discontinuing HP Data Protector 6.1x?

Answer Effective June 1, 2012, HP is announcing the discontinuance of HP Data Protector 6.1x. Current customers may continue to purchase additional media of HP Data Protector 6.1x until August 1, 2012. As of this date, the media product will be removed from HP's Corporate Price List and will no longer be orderable. Licenses remain valid for all Data Protector 6.x products and can still be purchased after August 1, 2012.

Question Why is HP discontinuing HP Data Protector 6.1x?

Answer Effective with the new release of HP Data Protector, HP is announcing the obsolescence of the older versions. This is in accordance with the HP Software Supported Version Policy 4.3. Definitions of terms are documented in the [HP Software product version obsolescence guidelines](#).

Question What product numbers are affected by this obsolescence?

Answer Please refer to Appendix B in the customer letter for the list of affected product numbers.

Question When is the last date I can order HP Data Protector 6.1x?

Answer HP Data Protector 6.1x will continue to be available for purchase to current support customers through August 1, 2012. As of that date, you will no longer be able to purchase additional licenses of the product.

Question Can I still purchase additional licenses for HP Data Protector 6.1x? If yes, how?

Answer 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 6.2x or 7.00?
<i>Answer</i>	No, you don't need new license keys for HP Data Protector 6.2 or 7.00.
<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 7.00. Please check the IT Management Products page 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: www.hp.com/go/hpsoftwaresupport/ • HP Technical Support: www.hp.com/go/hpsoftwaresupport/casemanager/submitcase
<i>Question</i>	What are the hardware requirements to upgrade to HP Data Protector 6.2x or 7.00?
<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 6.1x?
<i>Answer</i>	Your local HP sales representative or HP Software Business Partner can help you get this information, alternatively please see the Customer Letter for further details.
<i>Question</i>	I plan to upgrade my HP Data Protector 6.1x environment using in-house technical resources. Where do I get all the required software?
<i>Answer</i>	All HP Data Protector 6.1x support customers can download supported later versions of HP Data Protector media via 'My Updates'.
<i>Question</i>	What is the concurrent support time period?
<i>Answer</i>	There will be 12 months of concurrent support for getting migrated to a newer version of HP Data Protector.

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 6.1x is April 30, 2013. 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?

Answer Please see Customer Letter page 1 for key dates.

Question What are my discontinuance options?

Answer Customers have the option to continue using HP Data Protector 6.1x. HP will stop providing support for HP Data Protector 6.1x on April 30, 2013. Self-Help Support will continue to be available through April 30, 2015. Customers are encouraged to begin reviewing their business requirements for HP Data Protector 6.1x. 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 6.1x 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 7.00 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 6.1x to HP Data Protector 6.2x or 7.00, 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 6.1x to HP Data Protector 6.2x or 7.00, can I expect the same support pricing compared to HP Data Protector 6.1x?

Answer Not necessarily. Each product support price is determined independently.

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 6.2x or 7.00?

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

For more information

For more information on HP Data Protector 6.2x or 7.00 and HP Software services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:

www.hp.com/go/software

www.hp.com/go/hpsupport

www.hp.com/go/hpsupport/support-lifecycle

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