



# HP Software Data Protector & Media Operations 6.0 Obsolescence Announcement

## Frequently Asked Questions

On July 01, 2010, HP announced the end of support dates for Data Protector & Media Operations 6.0. This document provides answers to frequently asked questions regarding this announcement.

Product related questions	
<i>Question</i>	When is HP discontinuing Data Protector & Media Operations 6.0?
<i>Answer</i>	Effective July 01, 2010, HP is announcing the discontinuance of Data Protector & Media Operations 6.0. Current customers may continue to purchase additional licenses of Data Protector & Media Operations 6.11.
<i>Question</i>	Why is HP discontinuing Data Protector & Media Operations 6.0?
<i>Answer</i>	Effective with the new release of Data Protector & Media Operations 6.11, HP is announcing the obsolescence of the older versions of Data Protector & Media Operations 6.0. This is in accordance with the HP Software Supported Version Policy 4.3. Definitions of terms are documented in the <a href="#">HP Software product version obsolescence guidelines</a> .
<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>	Do I need to request new license keys when upgrading to Data Protector & Media Operations 6.11?
<i>Answer</i>	No, you don't need new license keys for Data Protector & Media Operations 6.11.
<i>Question</i>	What version of Data Protector & Media Operations is currently available and what upgrade plans do you have for the product, if any?
<i>Answer</i>	The latest version is Data Protector & Media Operations 6.11. Please check the <a href="#">IT Management Products</a> 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:

- Contact your local HP sales representative or your local HP software business partner:  
[h20229.www2.hp.com/buy/index.html](http://h20229.www2.hp.com/buy/index.html)
- Web Self Solve:  
[www.hp.com/go/hpsoftwaresupport/](http://www.hp.com/go/hpsoftwaresupport/)
- HP Technical Support:  
[www.hp.com/go/hpsoftwaresupport/casemanager/submitcase](http://www.hp.com/go/hpsoftwaresupport/casemanager/submitcase)

<i>Question</i>	What are the hardware requirements to upgrade to Data Protector & Media Operations 6.11?
<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 Data Protector & Media Operations 6.11?
<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 Data Protector & Media Operations 6.0 environment using in-house technical resources. Where do I get all the required software?
<i>Answer</i>	All Data Protector & Media Operations 6.0 support customers can download Data Protector & Media Operations 6.11 media via 'My Updates'. To do this, the Data Protector & Media Operations 6.11 media product number should be on your support contract. If the media product number is not listed in your support contract, please get in touch with your contract administrator to have it added.

### Support contract related questions

<i>Question</i>	What is the end of support date?
<i>Answer</i>	The End of Support date for Data Protector & Media Operations 6.0 is June 30, 2011. As of this date all customer support activities for this version will cease, this includes: <ul style="list-style-type: none"> <li>• Telephone support</li> <li>• Security Rule updates</li> <li>• Product upgrades</li> </ul>
<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?
<i>Answer</i>	Customers have the option to continue using Data Protector & Media Operations 6.0. HP will stop providing support for Data Protector & Media Operations 6.0 on June 30, 2011 Self-Help Support will continue to be available through June 30, 2013. Customers are encouraged to begin reviewing their business requirements for Data Protector & Media Operations 6.0. 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.
<i>Question</i>	Can I get a support contract for technical support only, without having to pay for upgrades?

<i>Answer</i>	No, support contracts include both technical support and software updates.
<i>Question</i>	Should there be a defect with a version of Data Protector & Media Operations 6.0 for which no defect fixing is done anymore, can I pay for a fix to be implemented on my request?
<i>Answer</i>	HP may choose to offer defect fixes at a premium price, depending on available resources.
<i>Question</i>	If I am on a support contract, what will I be entitled to?
<i>Answer</i>	You should have received a letter or electronic notification from HP to inform you about the availability of Data Protector & Media Operations 6.11 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.
<i>Question</i>	When I upgrade from Data Protector & Media Operations 6.0 to Data Protector & Media Operations 6.11, can I continue my existing support contracts until they expire?
<i>Answer</i>	Yes, you can continue using your existing support contract.
<i>Question</i>	When I upgrade from Data Protector & Media Operations 6.0 to Data Protector & Media Operations 6.11, can I expect the same support pricing compared to Data Protector & Media Operations 6.0?
<i>Answer</i>	Not necessarily. Each product support price is determined independently.
<i>Question</i>	What migration services are available to help me upgrade?
<i>Answer</i>	Your local HP sales representative or HP software business partner can help you get this information.
<i>Question</i>	What educational training packages are available for the Data Protector & Media Operations 6.11?
<i>Answer</i>	Your local HP sales representative or HP software business partner can help you get this information.

### **For more information**

For more information on Data Protector & Media Operations 6.11 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](http://www.hp.com/go/software)

[www.hp.com/go/hpssoftwaresupport/](http://www.hp.com/go/hpssoftwaresupport/)

[www.hp.com/go/hpssoftwaresupport/support-lifecycle](http://www.hp.com/go/hpssoftwaresupport/support-lifecycle)

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For more information, go to [www.hp.com/go/software](http://www.hp.com/go/software)

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