



HP Software HP Reporter 3.7x Obsolescence Announcement

Frequently Asked Questions

On April 01, 2011, HP announced the end of sale date and end of support dates for HP Reporter 3.7x.

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

Product related questions

Question When is HP discontinuing HP Reporter 3.7x?

Answer Effective April 01, 2011, HP is announcing the discontinuance of HP Reporter 3.7x . Current customers may continue to purchase additional licenses of HP Reporter 3.7x until June 01, 2011. As of this date, the product will be removed from HP's Corporate Price List and will no longer be orderable.

Question Why is HP discontinuing HP Reporter 3.7x?

Answer Effective with the new release of HP Reporter 3.9, HP is announcing the obsolescence of the older versions of HP Reporter 3.7x. 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 Reporter 3.7x?

Answer HP Reporter 3.7x will continue to be available for purchase to current support customers through June 01, 2011. 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 Reporter 3.7x? If yes, how?

Answer Yes, you will be able to purchase additional licenses until the end of sale date of June 01, 2011.

Question Do I need to request new license keys when upgrading to HP Reporter 3.9?

Answer No, you don't need new license keys for HP Reporter 3.9

Question What version of HP Reporter 3.7x is currently available and what upgrade plans do you have for the product, if any?

Answer The latest version is HP Reporter 3.9. 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.

Question Who can I contact if I have more questions with regards to this product discontinuance?

Answer 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
- Web Self Solve:
www.hp.com/go/hpssoftwaresupport/
- HP Technical Support:
www.hp.com/go/hpssoftwaresupport/casemanager/submitcase

Question What are the hardware requirements to upgrade to HP Reporter 3.9?

Answer 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.

Question Where can I find upgrade information for HP Reporter 3.7x?

Answer 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.

Question I plan to upgrade my HP Reporter 3.7x environment using in-house technical resources. Where do I get all the required software?

Answer All HP Reporter 3.7x support customers can download HP Reporter 3.9 media via 'My Updates'.

Support contract related questions

Question What is the end of support date?

Answer The End of Support date for HP Reporter 3.7x is June 01, 2011. As of this date all customer support activities for this version will cease, this includes:

- Telephone support
- Security Rule updates
- Product upgrades

Question 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 Reporter 3.7x. HP will stop providing support for HP Reporter 3.7x on May 31, 2012. Self-Help Support will continue to be available through May 31, 2014. Customers are encouraged to begin reviewing their business requirements for HP Reporter 3.7x. 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 Reporter 3.7x 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 Reporter 3.9 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 Reporter 3.7x to HP Reporter 3.9, 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 Reporter 3.7x to HP Reporter 3.9, can I expect the same support pricing compared to HP Reporter 3.7x?

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 Reporter 3.9?

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 Reporter 3.9 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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For more information, go to www.hp.com/go/software

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