



HP Software Storage Essentials version 5.0.x, 5.1.x, 6.0.x, 6.1.x Obsolescence Announcement Frequently Asked Questions

On April 1, 2010, HP announced the version maturity, end of sale date and end of support dates for HP Software Storage Essentials version 5.0.x, 5.1.x, 6.0.x, 6.1.x. This document provides you with answers to frequently asked questions regarding this announcement.

Product related questions

Question When is HP discontinuing this Storage Essentials product?

Answer Effective April 1, 2010, HP is discontinuing Storage Essentials version 5.0.x, 5.1.x, 6.0.x, 6.1.x. Current customers may continue to purchase additional copies of the Storage Essentials product through June 1, 2010. 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 this Storage Essentials product?

Answer 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 version maturity?

Answer Please refer to Appendix B on the customer letter.

Question When is the last date I can order Storage Essentials version 5.0.x, 5.1.x, 6.0.x, 6.1.x.?

Answer Storage Essentials version 5.0.x, 5.1.x, 6.0.x, 6.1.x. will continue to be available for purchase to current Storage Essentials customers through June 1, 2010. As of that date you will no longer be able to purchase additional copies of the product.

Question Can I still purchase additional licenses for versions of Storage Essentials that are no longer covered by full support or maintenance support? If yes, how?

Answer No additional licenses can be purchased as of June 1, 2010.

Question Do I need to request new license keys when upgrading to SE 6.2?

Answer No, you don't need new license keys for SE6.2.

Question What version of Storage Essentials is currently available and what upgrade plans do you have for the product, if any?

Answer The latest version of Storage Essentials is version 6.2 and was released in December 2009. Please check www.hp.com/managementsoftware (View all products -> Alphabetical -> HP Storage Essentials software) or otherwise check with your local HP sales representative or HP software business partner for the latest information.

Question Whom 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 Storage Essentials version 6.2?

Answer Hardware requirements will vary depending on your operating system, please review the appropriate *Release Notes*, *Installation Guide*, and/or *Migration Guide* or otherwise contact your local HP sales representative or HP software business partner for further assistance.

Question Where can I find upgrade information for the Storage Essentials product?

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

Question I plan to upgrade my Storage Essentials version 5.0.x, 5.1.x, 6.0.x, 6.1.x environment using in-house technical resources. Where do I get all the required software?

Answer In case you didn't request the Storage Essentials version 6.2 media at the time you received the new release notification for that version, please make a request either from My Updates, your local HP contract administration representative or your HP Software Services Integrator (SVI) partner to provide you with the Storage Essentials version 6.2 media. The release to be requested is labeled STE620.

Question I received this communication but I have already upgraded my Storage Essentials installation to version 6.2. Do I need to do anything?

Answer Some or all of your support contracts might not have been updated to reflect your upgrade to Storage Essentials 6.2. Please get in touch with your local HP contract administration representative or your HP Software Services Integrator partner to have your support contracts updated.

Support contract related questions

Question What is the end of support date?

Answer The End of Support date for SE 5.0.x and 5.1.x is September 30, 2010. The End of Support date for SE 6.0.x and 6.1.x is September 30, 2011. As of this date all customer support activities 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

Date	Program Activity
April 1, 2010	Version obsolescence Customer notification
June 1, 2010	End of Sale (off CPL)
September 30, 2010	SE 5.0.x & 5.1.x End of Support
September 30, 2011	SE 6.0.x & 6.1.x End of Support
September 30, 2012	SE 5.0.x & 5.1.x End of Self-Help Support
September 30, 2013	SE 6.0.x & 6.1.x End of Self-Help Support

Question What are my discontinuance options?

Answer Customers have the option to continue using Storage Essentials 5.0.x, 5.1.x, 6.0.x, 6.1.x. HP will stop providing Support for SE 5.0.x and 5.1.x on September 30, 2010. HP will stop providing Support for SE 6.0.x and 6.1.x on September 30, 2011. Self-Help Support for SE 5.0.x and 5.1.x will continue to be available through September 30, 2012. Self-Help Support for SE 6.0.x and 6.1.x will continue to be available through September 30, 2013. Customers are encouraged to begin reviewing their business requirements for Storage Essentials. 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 How does this affect my Storage Essentials support contract?

Answer Upon the End of Support date of Storage Essentials version 5.0.x, 5.1.x, 6.0.x, 6.1.x, your support contract will automatically be updated to reflect Storage Essentials version 6.2 product numbers. In case you haven't upgraded to Storage Essentials version 6.2 by this date, you can continue to get Self-Help Support for Storage Essentials version 5.0.x and 5.1.x until September 30, 2012 and for SE 6.0.x and 6.1.x until September 30, 2013.

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 Storage Essentials 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 Storage Essentials version 6.2 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 Storage Essentials version 5.0.x, 5.1.x, 6.0.x, 6.1.x to Storage Essentials version 6.2, can I continue my existing support contracts until they expire?

Answer Yes, but your support contracts need to be updated as well. Please contact your local HP contract administration representative or HP Software Services Integrator (SVI) partner to get your support contract updated accordingly.

Question When I upgrade from Storage Essentials version 5.0.x, 5.1.x, 6.0.x, 6.1.x to Storage Essentials version 6.2, can I expect the same support pricing compared to Storage Essentials version 5.0.x, 5.1.x, 6.0.x, 6.1.x?

Answer Not necessarily. Each product support price is determined independently

Question What migration services are available to help me upgrade?

Answer Please contact your local HP sales representative or your HP Software business partner for additional information on migration services through HP's Professional Services organization.

For more information

For more information on Full Product Name 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/hpssoftwaresupport/

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

© Copyright 2010 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

For more information, go to www.managementsoftware.hp.com

04/2010 Printed in the U.S.



i n v e n t