



HP Storage Essentials 9.4x Obsolescence Announcement Frequently Asked Questions

On August 1, 2012, HP announced the end of sale date and end of support dates for Storage Essentials 9.4x.

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

Product related questions

Question When is HP discontinuing Storage Essentials 9.4x?

Answer Effective August 1, 2012, HP is announcing the discontinuance of Storage Essentials 9.4x. Current customers may continue to purchase additional licenses of Storage Essentials 9.4x until October 1, 2012. As of this date, the product will be removed from HP's Corporate Price List and will no longer be available to order.

Question Why is HP discontinuing Storage Essentials 9.4x?

Answer Storage Essentials 9.5x is the most current release of Storage Essentials available at this time. Effective with the new release of Storage Essentials 9.5x, HP is announcing the obsolescence of Storage Essentials 9.4x. 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](#).

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 Storage Essentials 9.4x?

Answer Storage Essentials 9.4x will be available for purchase to current support customers through October 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 Storage Essentials 9.4x? If yes, how?

Answer Additional licenses may not be purchased for versions that are discontinued

and past their end of sale date.

Question Do I need to request new license keys when upgrading to Storage Essentials 9.5x?

Answer Yes, you would need new license keys when you upgrade to Storage Essentials 9.5x. Please follow the instructions below to obtain the license keys:

- 1) Your support contract will be updated automatically at support renewal time. Once it has been renewed and updated with the Storage Essentials 9.5 product numbers, go to the MyUpdates portal: support.openview.hp.com/support.jsp then click 'Downloads', 'Software updates', 'MyUpdates'
 - *Note: Your support contract must be updated with the Storage Essentials 9.5 product numbers before license keys are available. If you desire to upgrade prior to support renewal, you will need to initiate the migration by contacting your HP renewal sales representative.*
- 2) Enter your SAID on the MyUpdates portal page
- 3) Select the Storage Essentials 9.5 media product and click 'get updates'
- 4) Select the licensing tab and click the 'get license' link
- 5) Go to HP Software Licensing System:
www.hp.com/software/licensing
- 6) On the main page enter your SAID in the EON (Entitlement Order Number) field
- 7) Complete process as per directions.

Enterprise License Agreement (ELA) customers should use Software Activation Website to obtain the Storage Essentials 9.5x license keys.

Question Who can I contact if I have more questions with regard to this version 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 9.5x?

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 Storage Essentials 9.4x?

Answer Your local HP sales representative or HP Software Business Partner can help you get this information. Alternatively please refer to the Customer Letter for further details.

Question I plan to upgrade my Storage Essentials 9.4x environment using in-house technical resources. Where do I get all the required software?

Answer All Storage Essentials 9.4x support customers can download Storage

Essentials 9.5x media via 'My Updates'.

<i>Question</i>	What is the concurrent support time period
<i>Answer</i>	There will be 6 months of concurrent support offered during your upgrade to Storage Essentials 9.5x.

Support contract related questions

<i>Question</i>	What is the end of support date?
<i>Answer</i>	The End of Support date for Storage Essentials 9.4x is January 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 refer to 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 Storage Essentials 9.4x. HP will stop providing support for Storage Essentials 9.4x on January 31, 2014. Self-Help Support will continue through January 31, 2016. Customers are encouraged to begin reviewing their business requirements for Storage Essentials 9.4x. Customers are also encouraged to contact their local HP Sales Representative or HP Software Business Partner for help in determining upgrade 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 Storage Essentials 9.4x 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 informing you of the availability of Storage Essentials 9.5x 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 Storage Essentials 9.4x to Storage Essentials 9.5x, can I continue my existing support contracts until they expire?
<i>Answer</i>	Yes, your support contract will be updated automatically at the next renewal time and it will reflect the new product numbers.
<i>Question</i>	When I upgrade from Storage Essentials 9.4x to Storage Essentials 9.5x, can I expect the same support pricing compared to Storage Essentials 9.4x?
<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 Storage Essentials 9.5x?
<i>Answer</i>	Please refer to the HP Software Education website or contact your local HP sales representative or HP software business partner for additional information.

For more information

For more information on Storage Essentials 9.5x 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 2012 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.hp.com/go/software

08/2012. Printed in the U.S.

