HP Software Operations SPI for Virtualization 11.10 Obsolescence Announcement

Frequently Asked Questions

On February 1, 2013, HP announced the end of sale date and end of support dates for HP Operations SPI for Virtualization 11.10.

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

Product related questions	
Question	When is HP discontinuing HP Operations SPI for Virtualization 11.10?
Answer	Effective February 1, 2013, HP is announcing the discontinuance of HP Operations SPI for Virtualization 11.10. HP will not be selling the SPI for Virtualization as a separate product any longer. HP is including it with HP Operations Agent (as of version 11.11). Current customers may continue to purchase additional licenses of HP Operations SPI for Virtualization 11.10 until April 1, 2013. 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 Operations SPI for Virtualization 11.10?
Answer	Effective with the new release of HP Operations Agent 11.11, HP is announcing the obsolescence of HP Operations SPI for Virtualization 11.10. HP Operations SPI for Virtualization is now included in HP Operations Agent 11.11. 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 Operations SPI for Virtualization 11.10?
Answer	HP Operations SPI for Virtualization 11.10 will continue to be available for purchase to current support customers through April 1, 2013. 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 Operations SPI for Virtualization 11.10? If yes, how?
Answer	Additional licenses may not be purchased for versions that are discontinued and past their end of sale date.

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Question	Do I need to request new license keys when upgrading to HP Operations Agent 11.11?
Answer	No, you don't need new license keys for HP Operations Agent 11.11.
Question	What version of HP Operations SPI for Virtualization is currently available and what upgrade plans do you have for the product, if any?
Answer	The latest version is 11.10. Going forward, the Virtualization SPI will be included with HP Operations Agent 11.11. 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: hp.com/go/hpsoftwaresupport/ • HP Technical Support: hp.com/go/hpsoftwaresupport/casemanager/submitcase
Question	What are the hardware requirements to upgrade to HP Operations Agent 11.11?
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 Operations SPI for Virtualization 11.10?
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 Operations SPI for Virtualization 11.10 environment using in-house technical resources. Where do I get all the required software?
Answer	All HP Operations SPI for Virtualization 11.10 support customers can download HP Operations Agent 11.11 media via 'My Updates'.
Support contract related questions	
Question	What is the end of support date?
Answer	The End of Support date for HP Operations SPI for Virtualization 11.10 is April 30, 2015. 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.

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Question	What are my discontinuance options?
Answer	Customers have the option to continue using HP Operations SPI for Virtualization 11.10. HP will stop providing support for HP Operations SPI for Virtualization 11.10 on April 30, 2015. Self-Help Support will continue to be available through April 30, 2017. Customers are encouraged to begin reviewing their business requirements for HP Operations SPI for Virtualization 11.10. 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 Operations SPI for Virtualization 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 Operations Agent 11.11 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.
Question	When I upgrade from HP Operations SPI for Virtualization 11.10 to HP Operations Agent 11.11, 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 Operations SPI for Virtualization 11.10 to HP Operations Agent 11.11, can I expect the same support pricing compared to HP Operations SPI for Virtualization 11.10?
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 Operations Agent 11.11?
Answer	Your local HP sales representative or HP software business partner can help you get this information.

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For more information

For more information on HP Operations Agent 11.11 and HP Software services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:.

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hp.com/go/hpsoftwaresupport/support-lifecycle

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