

# HP Performance Insight & Report Packs Obsolescence Announcement

## Frequently Asked Questions

On July 16, 2013, HP announced the end of sale date and end of support dates for HP Performance Insight & Report Packs.

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

### Product related questions

<i>Question</i>	When is HP discontinuing HP Performance Insight & Report Packs?
<i>Answer</i>	Effective July 16, 2013, HP is announcing the discontinuance of HP Performance Insight & Report Packs. Current customers may continue to purchase additional licenses of HP Performance Insight & Report Packs until November 1, 2013. As of this date, the product will be removed from HP's Corporate Price List and will no longer be orderable.
<i>Question</i>	Why is HP discontinuing HP Performance Insight & Report Packs?
<i>Answer</i>	HP Service Health Reporter is the go-forward cross domain reporting solution from HP. Effective with the release of HP Service Health Reporter 9.3x, HP is announcing the obsolescence of HP Performance Insight & Report Packs.
<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>	When is the last date I can order HP Performance Insight & Report Packs?
<i>Answer</i>	HP Performance Insight & Report Packs will continue to be available for purchase to current support customers until November 1, 2013. As of that date, you will no longer be able to purchase additional licenses of the product.
<i>Question</i>	Can I still purchase additional licenses for HP Performance Insight & Report Packs beyond the end of sale date? If yes, how?
<i>Answer</i>	Additional licenses may not be purchased for versions that are discontinued and past their end of sale date.
<i>Question</i>	Do I need to request new license keys when upgrading to HP Service Health Reporter?
<i>Answer</i>	Yes, you need new license keys for when you migrate to Service Health Reporter. Please follow the instructions below to obtain the license keys: <ul style="list-style-type: none"><li>• Contact your HP representative to request a support contract migration to Service Health Reporter.</li><li>• After the support contract is updated, go to MyUpdates: <a href="http://hp.com/software/updates">hp.com/software/updates</a></li><li>• On the main page enter your SAID</li><li>• Select the HP Service Health Reporter Media and then click 'Get software updates'</li><li>• Select 'Get Licensing' tab and complete the rest of the process</li></ul>

Enterprise License Agreement (ELA) customers should contact your HP representative to request the support contract migration to Service Health Reporter. Once this is completed, you will be able to download the new license keys via Software Activation Website.

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

*Answer* The latest version at the time of publishing this document is HP Service Health Reporter 9.3x. Please check [hp.com/go/software](http://hp.com/go/software) 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](http://h20229.www2.hp.com/buy/index.html)
- Web Self Solve: [hp.com/go/hpsupport/](http://hp.com/go/hpsupport)
- HP Technical Support: [hp.com/go/hpsupport/casemanager/submitcase](http://hp.com/go/hpsupport/casemanager/submitcase)

*Question* What are the hardware requirements to upgrade to HP Service Health Reporter?

*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 Service Health Reporter?

*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 Performance Insight & Report Packs environment using in-house technical resources. Where do I get all the required software?

*Answer* Once your support contract has been migrated to reflect the HP Service Health Reporter product numbers, you can download The HP Service Health Reporter media via My Updates: [hp.com/software/updates](http://hp.com/software/updates).

*Question* Will HP offer a Smart Plug-in for Performance purchase promotion?

*Answer* Yes; if you have networking report packs (Infrastructure, WAN, LAN) and/or advanced services report packs (IP Telephony, MPLS), you will be eligible for a promotional offer to purchase NNM iSPI(s) for both performance and/or advanced services. Please consult your HP sales representative or HP Software business partner for further details.

*Question* What is the concurrent support time period

*Answer* There will be 12 months of concurrent support for getting migrated to the HP Service Health Reporter.

### Support contract related questions

*Question* What is the end of support date?

*Answer* The previously communicated end of support date for HP Performance Insight & Report Packs versions 5.3x and prior will not change. The end of Committed

Support date for HP Performance Insight & Report Packs versions 5.4x is May 31, 2015 and the end of Extended Support date is May 31, 2017. 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 Performance Insight & Report Packs. HP will stop providing Committed Support for HP Performance Insight & Report Packs on May 31, 2015. Extended Support will continue to be available through May 31, 2017. Customers are encouraged to begin reviewing their business requirements for HP Performance Insight & Report Packs. 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 Performance Insight & Report Packs 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 Service Health Reporter for support customers. Your local HP Sales and Support Representatives or your HP Software Business Partner can help provide information and assistance to enable your migration to be easy and successful.

*Question* When I migrate from HP Performance Insight & Report Packs to HP Service Health Reporter, can I continue my existing support contracts until they expire?

*Answer* Yes, your support contract will be migrated automatically at the next renewal time. But, if you wish to migrate to HP Service Health Reporter prior to your next support renewal, your support contracts need to be migrated. 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 migrate from HP Performance Insight & Report Packs to HP Service Health Reporter, can I expect the same support pricing compared to HP Performance Insight & Report Packs?

*Answer* Not necessarily. Each product support price is determined independently.

<i>Question</i>	What migration services are available to help me migrate?
<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 HP Service Health Reporter?
<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 HP Service Health Reporter and HP Software services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:

[hp.com/go/software](http://hp.com/go/software)  
[hp.com/go/hpsoftwaresupport/](http://hp.com/go/hpsoftwaresupport/)  
[hp.com/go/hpsoftwaresupport/support-lifecycle](http://hp.com/go/hpsoftwaresupport/support-lifecycle)

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