

HP Software HP Service Health Optimizer Obsolescence Announcement

Frequently Asked Questions

On March 1, 2014, HP announced the end of sale date and end of support dates for HP Service Health Optimizer.

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

Product related questions

<i>Question</i>	When is HP discontinuing HP Service Health Optimizer?
<i>Answer</i>	Effective March 1, 2014, HP is announcing the discontinuance of HP Service Health Optimizer. Current customers may continue to purchase additional licenses of HP Service Health Optimizer until May 1, 2014. 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 Service Health Optimizer?
<i>Answer</i>	Effective with the new release of HP Virtualization Performance Viewer, HP is announcing the obsolescence of HP Service Health Optimizer. 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 .
<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 Service Health Optimizer?
<i>Answer</i>	HP Service Health Optimizer will continue to be available for purchase to current support customers through May 1, 2014. 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 Service Health Optimizer? 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 Virtualization Performance Viewer?

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Answer Yes, you have to request new license keys for HP Virtualization Performance Viewer. Please visit the My Updates portal at hp.com/software/updates.

For Enterprise License Agreement (ELA) customers, use Software Activation Website (SAW) to request HP Virtualization Performance Viewer license keys.

As a prerequisite, your support contract should be updated. Please contact your local HP sales representative or HP software business partner.

Question What version of HP Virtualization Performance Viewer is currently available and what upgrade plans do you have for the product, if any?

Answer The latest version is HP Virtualization Performance Viewer 1.2x. Please check www.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
- Web Self Solve: hp.com/go/hpssoftwaresupport/
- HP Technical Support: hp.com/go/hpssoftwaresupport/casemanager/submitcase

Question What are the hardware requirements to upgrade to HP Virtualization Performance Viewer?

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 Optimizer?

Answer Your local HP sales representative or HP Software Business Partner can help you get this information.

Question I plan to upgrade my HP Service Health Optimizer environment using in-house technical resources. Where do I get all the required software?

Answer All HP Service Health Optimizer support customers can download HP Virtualization Performance Viewer media via 'My Updates', after their support contract has been updated with HP Virtualization Performance Viewer products.

Support contract related questions

Question What is the end of support date?

Answer The End of Support date for HP Service Health Optimizer 9.0x is August 31, 2015.

The End of Committed Support date for HP Service Health Optimizer 9.1x is September 30, 2015

The End of Committed Support date for HP Service Health Optimizer 9.2x is November 30, 2016.

As of End of Support date all customer support activities for this version will

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cease, this includes:

- Telephone support
- Security Rule updates
- Product upgrades

As of the End of Committed Support date, activities for these versions will cease, this includes:

- Security Rule updates
- Product Upgrade

<i>Question</i>	What is the End of Extended Support date?
<i>Answer</i>	<p>The End of Extended Support date for Service Health Optimizer 9.1x is September 30, 2017.</p> <p>The End of Extended Support date for Service Health Optimizer 9.2x is November 30, 2018</p> <p>During the 2 year Extended Support period, you have access to existing patches, fixes and telephone support.</p>
<i>Question</i>	Are there any other key dates I need to be aware of?
<i>Answer</i>	Please see Customer Letter page 1 for key dates.
<i>Question</i>	What are my discontinuance options?
<i>Answer</i>	<p>Customers have the option to continue using HP Service Health Optimizer.</p> <p>For HP Service Health Optimizer 9.0x HP will stop providing support on August 31, 2015. Self-Help Support will continue to be available through August 31, 2017.</p> <p>For HP Service Health Optimizer 9.1x HP will stop providing Comitted Support on September 30, 2015. Extended Support will continue to be available through September 30, 2017. Self-Help Support will continue to be available through September 30, 2019</p> <p>For HP Service Health Optimizer 9.2x HP will stop providing Comitted Support on November 30, 2016. Extended Support will continue to be available through November 30, 2018. Self-Help Support will continue to be available through November 30, 2020.</p> <p>Customers are encouraged to begin reviewing their business requirements for HP Service Health Optimizer. 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.</p>
<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 a version of HP Service Health Optimizer 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?

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Answer You should have received a letter or electronic notification from HP to inform you about the availability of HP Virtualization Performance Viewer 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 Service Health Optimizer to HP Virtualization Performance Viewer, 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.

If you plan to upgrade to HP Virtualization Performance Viewer before the next renewal you are entitled to request a Mid-term support contract update. Your local HP sales representative or HP software business partner can help you get your contract updated.

Question When I upgrade from HP Service Health Optimizer to HP Virtualization Performance Viewer, can I expect the same support pricing compared to HP Service Health Optimizer?

Answer Not necessarily. Each product support price is determined independently. Please work with your HP representative to know the difference in support pricing, if any.

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 Virtualization Performance Viewer?

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 Virtualization Performance Viewer and HP Software services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:

hp.com/go/software
hp.com/go/hpsoftwaresupport/
hp.com/go/hpsoftwaresupport/support-lifecycle

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