

# HP Asset Manager 9.3x End of Sale Announcement

## Frequently Asked Questions

In July 2014, HP announced the end of sale date for HP Asset Manager 9.3x. The End of Committed Support and End of Extended Support dates were previously communicated on Software Support Online.

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

Product related questions	
<i>Question</i>	When is HP discontinuing sales for Asset Manager 9.3x?
<i>Answer</i>	Effective July 1, 2014, HP is announcing the End of Sale of Asset Manager 9.3x. Current customers may continue to purchase additional licenses of Asset Manager 9.3x until September 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 sales for Asset Manager 9.3x?
<i>Answer</i>	Asset Manager 9.3x will reach End of Committed Support on September 30, 2015. For this reason, HP is discontinuing the sales of Asset Manager 9.3x. This is in accordance with the HP Software Supported Version Policy. Definitions of terms are documented in the <a href="#">HP Software product version obsolescence guidelines</a> .
<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 Asset Manager 9.3x?
<i>Answer</i>	Asset Manager 9.3x will continue to be available for purchase to current support customers through September 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 Asset Manager 9.3x? 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 new license keys when upgrading to Asset Manager 9.4x?
<i>Answer</i>	Yes, you have to obtain new license keys for Asset Manager 9.4x. Please visit the My Updates portal at <a href="http://hp.com/software/updates">hp.com/software/updates</a> . For Enterprise License Agreement (ELA) customers, use Software Activation Website (SAW) to request Asset Manager 9.4x license keys.
<i>Question</i>	What version of Asset Manager is currently available and what upgrade plans do

**Sign up for updates**  
[hp.com/go/swupdatealerts](http://hp.com/go/swupdatealerts)

© Copyright 2014 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.

July 2014



you have for the product, if any?

*Answer*

The latest version is Asset Manager 9.4x. 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/hpssoftwaresupport/](http://hp.com/go/hpssoftwaresupport/)
- HP Technical Support: [hp.com/go/hpssoftwaresupport/casemanager/submitcase](http://hp.com/go/hpssoftwaresupport/casemanager/submitcase)

*Question*

What are the hardware requirements to upgrade to Asset Manager 9.4x?

*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 Asset Manager 9.4x?

*Answer*

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

*Question*

I plan to upgrade my Asset Manager environment using in-house technical resources. Where do I get all the required software?

*Answer*

All Asset Manager support customers can download Asset Manager 9.4x media via ['My Updates'](#).

*Question*

What is the concurrent support time period

*Answer*

There will be 6 months of concurrent support while you upgrade to Asset Manager 9.4x.

## Support contract related questions

*Question*

What is the End of Committed Support date?

*Answer*

The End of Committed Support date for Asset Manager 9.3x is September 30, 2015. As of this date all customer support activities for this version will cease, this includes:

- Security Rule updates
- Product upgrades

*Question*

What is the End of Extended Support date?

*Answer*

The End of Extended Support date for Asset Manager 9.3x is September 30, 2017. During the two year Extended Support period, you have access to existing patches, defect fixes and telephone support.

*Question*

Are there any other key dates I need to be aware of?

*Answer*

Please see Customer Letter page 1 for key dates.

**Sign up for updates**  
[hp.com/go/swupdatealerts](http://hp.com/go/swupdatealerts)



<i>Question</i>	What are my discontinuance options?
<i>Answer</i>	You have the option to continue using Asset Manager 9.3x. HP will stop providing Committed Support for Asset Manager 9.3x 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. You are encouraged to begin reviewing your business requirements for Asset Manager 9.3x. You are also encouraged to contact your local HP Sales Representative or HP Software Business Partner for help in determining migration 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 a version of Asset Manager 9.3x 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 to inform you about the availability of Asset Manager 9.4x 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 Asset Manager 9.3x to Asset Manager 9.4x, 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.
<i>Question</i>	When I upgrade from Asset Manager 9.3x to Asset Manager 9.4x, can I expect the same support pricing compared to Asset Manager 9.3x?
<i>Answer</i>	Not necessarily. Each product support price is determined independently. Please work with your HP representative to know the difference in support pricing, if any.
<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 Asset Manager 9.4x?
<i>Answer</i>	Please refer to <a href="http://merc-training.cce.hp.com/main/training/course_list.cfm?ProductID=150&amp;filtertype=all&amp;sitepick=US">merc-training.cce.hp.com/main/training/course_list.cfm?ProductID=150&amp;filtertype=all&amp;sitepick=US</a> for a list of available training courses. Your local HP sales representative or HP software business partner can help you get additional information.

**Sign up for updates**  
[hp.com/go/swupdatealerts](http://hp.com/go/swupdatealerts)



## For more information

For more information on Asset Manager 9.4x 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)

### Sign up for updates

[hp.com/go/swupdatealerts](http://hp.com/go/swupdatealerts)

---

© Copyright 2014 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.

July 2014

