

HP Operations Agent 11.0x, Performance Agent 11.0x, GlancePlus 11.0x and GlancePlus Pak 11.0x End of Sale Announcement

Frequently Asked Questions

On October 1, 2014, HP announced the end of sale date for Operations Agent 11.0x, Performance Agent 11.0x, GlancePlus 11.0x and GlancePlus Pak 11.0x. The End of Committed Support and End of Extended Support dates were previously communicated on Software Support Online.

End of Sale for HP Infrastructure SPIs 1.6x & 2.0x, that work together with the above mentioned product versions, was previously announced on January 1, 2013.

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

Product related questions

<i>Question</i>	When is HP discontinuing sales for Operations Agent 11.0x, Performance Agent 11.0x, GlancePlus 11.0x and GlancePlus Pak 11.0x?
<i>Answer</i>	Effective October 1, 2014, HP is announcing the End of Sale of Operations Agent 11.0x, Performance Agent 11.0x, GlancePlus 11.0x and GlancePlus Pak 11.0x. Current customers may continue to purchase additional licenses of Operations Agent 11.0x, Performance Agent 11.0x, GlancePlus 11.0x and GlancePlus Pak 11.0x until December 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 Operations Agent 11.0x, Performance Agent 11.0x, GlancePlus 11.0x and GlancePlus Pak 11.0x?
<i>Answer</i>	Operations Agent 11.0x, Performance Agent 11.0x, GlancePlus 11.0x and GlancePlus Pak 11.0x will reach End of Committed Support in the near future. For this reason, HP is discontinuing the sales of Operations Agent 11.0x, Performance Agent 11.0x, GlancePlus 11.0x and GlancePlus Pak 11.0x. This is in accordance with the HP Software Supported Version Policy. Definitions of terms are documented in the HP Software product version obsolescence guidelines .
<i>Question</i>	When is the last date I can order Operations Agent 11.0x, Performance Agent 11.0x, GlancePlus 11.0x and GlancePlus Pak 11.0x?
<i>Answer</i>	Operations Agent 11.0x, Performance Agent 11.0x, GlancePlus 11.0x and GlancePlus Pak 11.0x will continue to be available for purchase to current support customers through December 1, 2014. As of that date, you will no longer be able to purchase additional licenses of the product.

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<i>Question</i>	Can I still purchase additional licenses for Operations Agent 11.0x, Performance Agent 11.0x, GlancePlus 11.0x and GlancePlus Pak 11.0x? 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 Operations Agent 11.1x, Performance Agent 11.1x, GlancePlus 11.1x and GlancePlus Pak 11.1x?
<i>Answer</i>	No, you don't need new license keys for Operations Agent 11.1x, Performance Agent 11.1x, GlancePlus 11.1x and GlancePlus Pak 11.1x.
<i>Question</i>	What version of Operations Agent & Infrastructure SPis, Performance Agent, GlancePlus and GlancePlus Pak is currently available and what upgrade plans do you have for the product, if any?
<i>Answer</i>	The latest version is Operations Agent 11.1x & Infrastructure SPis 11.1x, Performance Agent 11.1x, GlancePlus 11.1x and GlancePlus Pak 11.1x. 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.
<i>Question</i>	Who can I contact if I have more questions with regards to this product discontinuance?
<i>Answer</i>	You have several options available to you: <ul style="list-style-type: none"> • 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
<i>Question</i>	What are the hardware requirements to upgrade to Operations Agent 11.1x & Infrastructure SPis 11.1x, Performance Agent 11.1x, GlancePlus 11.1x and GlancePlus Pak 11.1x?
<i>Answer</i>	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.
<i>Question</i>	Where can I find upgrade information for Operations Agent 11.1x & Infrastructure SPis 11.1x, Performance Agent 11.1x, GlancePlus 11.1x and GlancePlus Pak 11.1x?
<i>Answer</i>	Your local HP sales representative or HP Software Business Partner can help you get this information.
<i>Question</i>	I plan to upgrade my Operations Agent 11.0x & Infrastructure SPis 1.6x & 2.0x, Performance Agent 11.0x, GlancePlus 11.0x and GlancePlus Pak 11.0x environment using in-house technical resources. Where do I get all the required software?
<i>Answer</i>	All Operations Agent 11.0x & Infrastructure SPis 1.6x & 2.0x, Performance Agent 11.0x, GlancePlus 11.0x and GlancePlus Pak 11.0x support customers can download Operations Agent 11.1x & Infrastructure SPis 11.1x, Performance Agent 11.1x, GlancePlus 11.1x and GlancePlus Pak 11.1x media via 'My Updates'.

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<i>Question</i>	What is the concurrent support time period?
<i>Answer</i>	There will be 6 months of concurrent support for getting upgraded to Operations Agent 11.1x & Infrastructure SPIs 11.1x, Performance Agent 11.1x, GlancePlus 11.1x and GlancePlus Pak 11.1x.

Support contract related questions

<i>Question</i>	What is the End of Committed Support date?
<i>Answer</i>	The End of Committed Support date for Operations Agent 11.0x & Infrastructure SPIs 2.0x, Performance Agent 11.0x, GlancePlus 11.0x and GlancePlus Pak 11.0x is May 31, 2015. The initial End of Committed Support date and the recently announced 6-month extension was announced on Software Support Online . As of this date customer support activities for this version will cease, this includes: <ul style="list-style-type: none"> • Security Rule updates • Product upgrades <p>The End of Support date for Infrastructure SPI 1.6x is May 31, 2015.</p>

<i>Question</i>	What is the End of Extended Support date?
<i>Answer</i>	The End of Extended Support date for Operations Agent 11.0x & Infrastructure SPIs 2.0x, Performance Agent 11.0x, GlancePlus 11.0x and GlancePlus Pak 11.0x is September 30, 2016. This date was announced on Software Support Online . During the 2 year Extended Support period, you have access to existing patches, fixes and telephone support.

<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>	Customers have the option to continue using Operations Agent 11.0x & Infrastructure SPIs 1.6x & 2.0x, Performance Agent 11.0x, GlancePlus 11.0x and GlancePlus Pak 11.0x. HP will stop providing support for Operations Agent 11.0x & Infrastructure SPIs 1.6x & 2.0x, Performance Agent 11.0x, GlancePlus 11.0x and GlancePlus Pak 11.0x on May 31, 2015. Extended Support, except for the Infrastructure SPI 1.6x, will continue to be available through May 31, 2017. Self-Help support will continue to be available through May 31, 2019. Customers are encouraged to begin reviewing their business requirements for Operations Agent 11.0x & Infrastructure SPIs 1.6x & 2.0x, Performance Agent 11.0x, GlancePlus 11.0x and GlancePlus Pak 11.0x. 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.

<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 Operations Agent 11.0x & Infrastructure SPIs 1.6x & 2.0x, Performance Agent 11.0x, GlancePlus 11.0x and GlancePlus Pak 11.0x 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.

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<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 Operations Agent 11.1x & Infrastructure SPIs 11.1x, Performance Agent 11.1x, GlancePlus 11.1x and GlancePlus Pak 11.1x 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 Operations Agent 11.0x & Infrastructure SPIs 1.6x & 2.0x, Performance Agent 11.0x, GlancePlus 11.0x and GlancePlus Pak 11.0x to Operations Agent 11.1x & Infrastructure SPIs 11.1x, Performance Agent 11.1x, GlancePlus 11.1x and GlancePlus Pak 11.1x, can I continue my existing support contracts until they expire?
<i>Answer</i>	Yes, you can continue using your existing support contracts until they expire.
<i>Question</i>	When I upgrade from Operations Agent 11.0x & Infrastructure SPIs 1.6x & 2.0x, Performance Agent 11.0x, GlancePlus 11.0x and GlancePlus Pak 11.0x to Operations Agent 11.1x & Infrastructure SPIs 11.1x, Performance Agent 11.1x, GlancePlus 11.1x and GlancePlus Pak 11.1x, can I expect the same support pricing compared to Operations Agent 11.0x & Infrastructure SPIs 1.6x & 2.0x, Performance Agent 11.0x, GlancePlus 11.0x and GlancePlus Pak 11.0x?
<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 the Operations Agent 11.0x & Infrastructure SPIs 1.6x & 2.0x, Performance Agent 11.0x, GlancePlus 11.0x and GlancePlus Pak 11.0x?
<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 Operations Agent 11.1x & Infrastructure SPIs 11.1x, Performance Agent 11.1x, GlancePlus 11.1x and GlancePlus Pak 11.1x and HP Software services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:

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