

HP Storage Essentials 9.5x & 9.6x End of Sale Announcement

Frequently Asked Questions

In September 2014, HP announced the end of sale date for HP Storage Essentials 9.5x & 9.6x. 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 Storage Essentials 9.5x & 9.6x?
<i>Answer</i>	Effective September 8, 2014, HP is announcing the End of Sale of Storage Essentials 9.5x & 9.6x. Current customers may continue to purchase additional licenses of Storage Essentials 9.5x & 9.6x until February 1, 2015. 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 Storage Essentials 9.5x & 9.6x?
<i>Answer</i>	Due to the upcoming termination of HP's contract with Oracle Corporation to embed the Oracle database in the Storage Essentials software, HP has to stop selling the licenses for Storage Essentials 9.5x & 9.6x. 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>	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 Storage Essentials 9.5x & 9.6x?
<i>Answer</i>	Storage Essentials 9.5x & 9.6x will continue to be available for purchase to current support customers through February 1, 2015. 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 Storage Essentials 9.5x & 9.6x? 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 Storage Essentials 9.7x?
<i>Answer</i>	No, your existing license keys will continue to work with Storage Essentials 9.7x.

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Question What version of Storage Essentials is currently available and what upgrade plans do you have for the product, if any?

Answer The latest version is Storage Essentials 9.7x. Please check 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 Storage Essentials 9.7x?

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 Storage Essentials 9.7x?

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

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

Answer All Storage Essentials support customers can download Storage Essentials 9.7x 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 Storage Essentials 9.7x.

Support contract related questions

Question What is the End of Committed Support date?

Answer The End of Committed Support date for Storage Essentials 9.5x is November 30, 2015. The End of Committed Support date for Storage Essentials 9.6x is May 31, 2017. As of these dates all customer support activities for these respective versions 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 Storage Essentials 9.5x is November 30, 2017. The End of Extended Support date for Storage Essentials 9.6x is May 31, 2019. During the two year Extended Support period, you have access to existing

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patches, defect 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>	You have the option to continue using Storage Essentials 9.5x & 9.6x. HP will stop providing Committed Support and Extended Support for Storage Essentials 9.5x & 9.6x as listed above. Self-Help support will continue to be available for two years after the End of Extended Support. You are encouraged to begin reviewing your business requirements for Storage Essentials 9.5x & 9.6x. 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 Storage Essentials 9.5x & 9.6x 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 Storage Essentials 9.7x 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 Storage Essentials 9.5x & 9.6x to Storage Essentials 9.7x, can I continue my existing support contracts until they expire?
<i>Answer</i>	Yes, your support contract will be updated automatically at the next support renewal time.
<i>Question</i>	When I upgrade from Storage Essentials 9.5x & 9.6x to Storage Essentials 9.7x, can I expect the same support pricing compared to Storage Essentials 9.5x & 9.6x?
<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 Storage Essentials 9.7x?
<i>Answer</i>	Your local Software Education specialist can help understand what training packages are available for you. Please email your local contact for more

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For more information

For more information on Storage Essentials 9.7x 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/hpssoftwaresupport/

hp.com/go/hpssoftwaresupport/support-lifecycle

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