

HP Extensible SNMP Agent (all versions) Obsolescence Announcement

Frequently Asked Questions

On November 1, 2014, HP announced the end of sale date and end of support dates for HP Extensible SNMP Agent (all versions).

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

Product related questions

Question When is HP discontinuing HP Extensible SNMP Agent?

Answer Effective November 1, 2014, HP is announcing the discontinuance of HP Extensible SNMP Agent. Current customers may continue to purchase additional licenses of HP Extensible SNMP Agent until January 01, 2015. As of this date, the product will be removed from HP's Corporate Price List and will no longer be orderable.

Question What product numbers are affected by this obsolescence?

Answer Please refer to Appendix B in the customer letter for the list of affected product numbers.

Question When is the last date I can order HP Extensible SNMP Agent?

Answer HP Extensible SNMP Agent will continue to be available for purchase to current support customers through January 01, 2015. As of that date, you will no longer be able to purchase additional licenses of the product.

Question Can I still purchase additional licenses for HP Extensible SNMP Agent? If yes, how?

Answer Additional licenses may not be purchased for versions that are discontinued and past their end of sale date.

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/hpsupportsupport/
- HP Technical Support:
hp.com/go/hpsupportsupport/casemanager/submitcase

Sign up for updates
hp.com/go/swupdatealerts

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Support contract related questions

Question What is the End of Committed Support date for HP Extensible SNMP Agent?

Answer The End of Committed Support date for HP Extensible SNMP Agent is December 31, 2014. This date was announced on [Software Support Online](#) on July 1, 2012. As of this date customer support activities for this version will cease, this includes:

- Security Rule updates
- Product upgrades

Question What is the End of Extended Support date for HP Extensible SNMP Agent?

The End of Extended Support date for HP Extensible SNMP Agent is December 31, 2016. This date was announced on [Software Support Online](#) on July 1, 2012. During the 2 year Extended Support period, you have access to existing patches, 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.

Question What are my discontinuance options?

Answer Customers have the option to continue using HP Extensible SNMP Agent. HP will stop providing committed support for HP Extensible SNMP Agent on December 31, 2014. Extended Support will continue to be available through December 31, 2016. Customers are encouraged to begin reviewing their business requirements for HP Extensible SNMP Agent. Customers are also encouraged to contact their local HP Sales Representative or HP Software Business Partner for help in determining upgrade options that meet your business needs.

Question Should there be a defect with a version of HP Extensible SNMP Agent 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.

For more information

For more information on HP Software services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:

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