

# HP Software

## HP Service Health Reporter 9.1x

### End of Sale Announcement

#### Frequently Asked Questions

On December 01, 2014, HP announced the end of sale date for HP Service Health Reporter 9.1x. 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 HP Service Health Reporter 9.1x?
<i>Answer</i>	Effective December 01, 2014, HP is announcing the End of Sale of . Current customers may continue to purchase additional licenses of HP Service Health Reporter 9.1x until February 01, 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 HP Service Health Reporter 9.1x?
<i>Answer</i>	HP Service Health Reporter 9.1x will reach End of Committed Support in the near future. For this reason, HP is discontinuing the sales of HP Service Health Reporter 9.1x. 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 HP Service Health Reporter 9.1x?
<i>Answer</i>	HP Service Health Reporter 9.1x will continue to be available for purchase to current support customers through February 01, 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 HP Service Health Reporter 9.1x? 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 Service Health Reporter 9.30?
<i>Answer</i>	No, you don't need new license keys for HP Service Health Reporter 9.30.

**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.

December 2014



<i>Question</i>	What version of HP Service Health Reporter is currently available and what upgrade plans do you have for the product, if any?
<i>Answer</i>	The latest version is HP Service Health Reporter 9.30. Please check <a href="http://www.hp.com/go/software">www.hp.com/go/software</a> 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"> <li>• Contact your local HP sales representative or your local HP software business partner: <a href="http://h20229.www2.hp.com/buy/index.html">h20229.www2.hp.com/buy/index.html</a></li> <li>• Web Self Solve: <a href="http://hp.com/go/hpssoftwaresupport/">hp.com/go/hpssoftwaresupport/</a></li> <li>• HP Technical Support: <a href="http://hp.com/go/hpssoftwaresupport/casemanager/submitcase">hp.com/go/hpssoftwaresupport/casemanager/submitcase</a></li> </ul>
<i>Question</i>	What are the hardware requirements to upgrade to HP Service Health Reporter 9.30?
<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 HP Service Health Reporter 9.1x?
<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 HP Service Health Reporter 9.1x environment using in-house technical resources. Where do I get all the required software?
<i>Answer</i>	All HP Service Health Reporter 9.1x support customers can download HP Service Health Reporter 9.30 media via 'My Updates'.
<i>Question</i>	What is the concurrent support time period
<i>Answer</i>	There will be 6 months of concurrent support for getting migrated to the HP Service Health Reporter 9.30.

### 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 HP Service Health Reporter 9.1x is June 30, 2015. This date was announced on <a href="#">Software Support Online</a> on July 01, 2012. As of this date customer support activities for this version will cease, this includes: <ul style="list-style-type: none"> <li>• Security Rule updates</li> <li>• Product upgrades</li> </ul>
<i>Question</i>	What is the End of Extended Support date?
<i>Answer</i>	The End of Extended Support date for HP Service Health Reporter 9.1x is June 30, 2017. This date was announced on <a href="#">Software Support Online</a> on July 01, 2012. During the 2 year Extended Support period, you have access to existing patches, fixes and telephone support.

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



<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 HP Service Health Reporter 9.1x. HP will stop providing support for HP Service Health Reporter 9.1x on June 30, 2015. Extended Support will continue to be available through June 30, 2017. Self-Help support will continue to be available through June 30, 2019. Customers are encouraged to begin reviewing their business requirements for HP Service Health Reporter 9.1x. 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 HP Service Health Reporter 9.1x 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 HP Service Health Reporter 9.30 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 HP Service Health Reporter 9.1x to HP Service Health Reporter 9.30 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 HP Service Health Reporter 9.1x. to HP Service Health Reporter 9.30, can I expect the same support pricing compared to HP Service Health Reporter 9.1x?
<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 HP Service Health Reporter 9.30?
<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 information.

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



Choose according the product / region the program is for and remove whats not needed.

**ITOM / ADM / ITM Education / ART**

Americas - [HP Software Education AMS](#)

Asia Pacific - [HP Software Education AP](#)

Japan - [HP Software Education Japan](#)

Europe, Middle East and Africa - [HP Software Education EMEA](#)

## For more information

For more information on HP Service Health Reporter 9.30 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.

December 2014

