

HP Project and Portfolio Management 9.1x End of Sale Announcement

Frequently Asked Questions

On December 1, 2014, HP announced the end of sale date for HP Project and Portfolio Management (PPM) 9.1x. The End of Committed Support and End of Extended Support dates for this product version 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 PPM 9.1x?
<i>Answer</i>	Effective December 1, 2014, HP is announcing the End of Sale of PPM 9.1x. Current customers may continue to purchase additional licenses of PPM 9.1x 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 PPM 9.1x?
<i>Answer</i>	PPM 9.1x will reach End of Committed Support in the near future. For this reason, HP is discontinuing the sales of PPM 9.1x. 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 PPM 9.1x?
<i>Answer</i>	PPM 9.1x 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 PPM 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 PPM 9.3x?
<i>Answer</i>	Yes, you have to obtain new license keys for PPM 9.3x. Please visit the My Updates portal at hp.com/software/updates . For Enterprise License Agreement (ELA) customers, use Software Activation Website (SAW) to request PPM 9.3x license keys.

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<i>Question</i>	What version of PPM is currently available and what upgrade plans do you have for the product, if any?
<i>Answer</i>	The latest version is PPM 9.3x. Please check 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 PPM 9.3x?
<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 PPM 9.3x?
<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 PPM 9.1x environment using in-house technical resources. Where do I get all the required software?
<i>Answer</i>	All PPM 9.1x support customers can download PPM 9.3x 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 while upgrading to PPM 9.3x.
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 PPM 9.1x is October 31, 2015. This date was announced on Software Support Online on July 1, 2012. As of October 31, 2015, customer support activities for this version will cease, this includes: <ul style="list-style-type: none"> • Security Rule updates • Product upgrades
<i>Question</i>	What is the End of Extended Support date?
<i>Answer</i>	The End of Extended Support date for PPM 9.1x is October 31, 2017. 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, 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.

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<i>Question</i>	What are my discontinuance options?
<i>Answer</i>	Customers have the option to continue using PPM 9.1x. HP will stop providing support for PPM 9.1x on October 31, 2015. Extended Support will continue to be available through October 31, 2017. Self-Help support will continue to be available through October 31, 2019. Customers are encouraged to begin reviewing their business requirements for PPM 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 PPM 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 PPM 9.3x 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 PPM 9.1x to PPM 9.3x, can I continue my existing support contracts until they expire?
<i>Answer</i>	Yes, your support contract will be updated automatically at the time of next support renewal.
<i>Question</i>	When I upgrade from PPM 9.1x to PPM 9.3x, can I expect the same support pricing compared to PPM 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 PPM 9.3x?
<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. Americas - HP Software Education AMS Asia Pacific - HP Software Education AP Japan - HP Software Education Japan

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For more information

For more information on PPM 9.3x 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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