

HP Center Management for HP Performance Center Obsolescence Announcement

Frequently Asked Questions

On January 01, 2015 HP announced the end of sale date and end of support dates for HP Center Management for HP Performance Center.

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

Product related questions

Question When is HP discontinuing HP Center Management for HP Performance Center?

Answer Effective January 01, 2015 HP is announcing the discontinuance of HP Center Management for HP Performance Center. Current customers may continue to purchase additional licenses of HP Center Management for HP Performance Center until March 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 Center Management for HP Performance Center?

Answer HP Center Management for HP Performance Center will continue to be available for purchase to current support customers through March 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 Center Management for HP Performance Center 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/hpssoftwaresupport/
- HP Technical Support: hp.com/go/hpssoftwaresupport/casemanager/submitcase

Sign up for updates
hp.com/go/swupdatealerts

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Support contract related questions

<i>Question</i>	What is the end of support date?
<i>Answer</i>	The End of Support date for HP Center Management for HP Performance Center is December 31, 2016. As of this date all customer support activities for this version will cease, this includes: <ul style="list-style-type: none">• Telephone support• Security Rule updates• Product upgrades
<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 Center Management for HP Performance Center. HP will stop providing support for HP Center Management for HP Performance Center on December 31, 2016. Customers are encouraged to begin reviewing their business requirements for HP Center Management for HP Performance Center. 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 Center Management for HP Performance Center 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.

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:

hp.com/go/software
hp.com/go/hpsupportsupport/
hp.com/go/hpsupportsupport/support-lifecycle

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