HP Service Health Reporter 250 Nodes Obsolescence Announcement

Frequently Asked Questions

On January 01, 2015 HP announced the end of support dates for HP Service Health Reporter 250 Nodes.

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

Product related questions	
Question	When is HP discontinuing for HP Service Health Reporter 250 Nodes?
Answer	Effective January 01, 2015, HP is announcing the discontinuance of HP Service Health Reporter 250 Nodes. Current customers may continue to purchase additional licenses of HP Service Health Reporter 250 Nodes 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	Why is HP discontinuing HP Service Health Reporter 250 Nodes?
Answer	Effective with the new introduction of HP Service Health Reporter 50 Nodes, HP is announcing the obsolescence of the older versions of HP Service Health Reporter 250 Nodes.
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 Service Health Reporter 250 Nodes?
Answer	HP Service Health Reporter 250 Nodes 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 Service Health Reporter 250 Nodes. If yes, how?
Answer	Additional licenses may not be purchased for versions that are discontinued and past their end of sale date.
Question	Do I need to request new license keys when upgrading to HP Service Health Reporter 50 Nodes?
Answer	No, you don't need new license keys for HP Service Health Reporter 50 Nodes.

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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/hpsoftwaresupport/ • HP Technical Support: hp.com/go/hpsoftwaresupport/casemanager/submitcase
Question	What are the hardware requirements to upgrade to HP Service Health Reporter 50 Nodes?
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 HP Service Health Reporter 250 Nodes?
Answer	Your local HP sales representative or HP Software Business Partner can help you get this information.
Question	I plan to upgrade my HP Service Health Reporter 250 Nodes environment using in-house technical resources. Where do I get all the required software?
Answer	All HP Service Health Reporter 250 Nodes support customers can download HP Service Health Reporter 50 Nodes media via 'My Updates'.
Question	What is the concurrent support time period
Answer	There will be 6 months of concurrent support for getting migrated to the HP Service Health Reporter 50 Nodes.

Support contract related questions

Question	What is the end of support date?
Answer	The End of Support date for HP Service Health Reporter 250 Nodes is August 31, 2016. As of this date all customer support activities for this version will cease, this includes: • Telephone support • Security Rule updates • Product upgrades
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 Service Health Reporter 250 Nodes. HP will stop providing support for HP Service Health Reporter 250 Nodes on August 31, 2016 Self-Help Support will continue to be available through August 31, 2018. Customers are encouraged to begin reviewing their business requirements for HP Service Health Reporter 250 Nodes. 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.

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Question	Can I get a support contract for technical support only, without having to pay for upgrades?
Answer	No, support contracts include both technical support and software updates.
Question	Should there be a defect with HP Service Health Reporter 250 Nodes 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.
Question	If I am on a support contract, what will I be entitled to?
Answer	You should have received a letter or electronic notification from HP to inform you about the availability of HP Service Health Reporter 50 Nodes. 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.
Question	When I upgrade from HP Service Health Reporter 250 Nodes to HP Service Health Reporter 50 Nodes, can I continue my existing support contracts until they expire?
Answer	Yes, your support contract will be updated automatically at the next renewal time.
Question	When I upgrade from HP Service Health Reporter 250 Nodes to HP Service Health Reporter 50 Nodes, can I expect the same support pricing compared to HP Service Health Reporter 250 Nodes?
Answer	Not necessarily. Each product support price is determined independently. Please work with your HP representative to know the difference in support pricing, if any.
Question	What migration services are available to help me upgrade*?*
Answer	Your local HP sales representative or HP software business partner can help you get this information.
Question	What educational training packages are available for the HP Service Health Reporter 50 Nodes?
Answer	Your local Software Education specialist can help understand what training packages are available for you. Please email your local contact for more information **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 50 Nodes and HP Software services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:.

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