

HP Software Support Policy Changes – Frequently Asked Questions

May 2015

Overview

On May 1, 2015, HP Software updated its HP Software Support Policy. The HP Software Support Policy changed from version 4.4 to version 5.

This document provides answers to frequently asked questions regarding these changes.

At a high-level, HP Software made two key changes which provide support durations for up to 10 Years, and can reduce the cost of support where a customer is running older versions of HP Software.


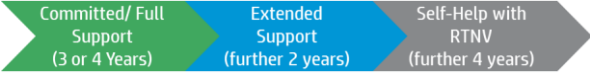
This document is intended to help customers understand the changes in the policy. For more details on the policy, please review the new HP Software Support Policy at

<https://softwaresupport.hp.com/web/softwaresupport/document/-/facetsearch/document/KM01510370>

and the related [Enterprise Support Datasheet](#). If there is a discrepancy between this document and the current policy document or datasheet, those documents take precedence.

You can also get more details in [this knowledge article](#) on HP Software Support On-Line (SSO).

Key Changes

Old Policy	New Policy
 <p>Old policy provided full support services during first 3 or 4 years of a product version, provided Extended support services for subsequent 2 years.</p>	 <p>The new policy provides full support services during first 3 or 4 years of a product version, provides Extended support services for subsequent 2 years. Provides an additional 4 years of Self-Help support services including the rights to update to later versions or replacement products.</p>
<p>HP charged an incremental fee during Extended Support Period</p>	<p>Removed additional fee for extended support period</p>

Frequently Asked Questions

Question Which products does this policy effect?

Answer This policy covers the Application Lifecycle, Service and Portfolio Management, Business Service Management, Automation and Cloud Products and Data Protector products that already follow the time-based obsolescence policy – full product/version list can be found [on SSO](#).

Question Why is the policy changing?

Answer We have changed the policy to provide you with longer support durations for each product version, make it easier for you to manage the support contracts and to provide consistency in pricing these support contracts. The support contract structure and pricing remains the same during lifetime of a product, but the Support Service provided reduces over time.

Question What are the differences between the support services I will receive?

Answer For the latest and full description of support service available please refer to the [Enterprise Support Datasheet](#). An example is provided below:

Technical Support Service	Committed Support Min 3 or 4 Years	Extended Support Min further 2 Years	Self-Help Support Min. further 4 Years
Example Years	1-4	5-6	7-10
Access to Public Forums	✓	✓	✓
Access to SSO	✓	✓	✓
Technical Updates (Right to new Versions)	✓	✓	✓
Access to existing Patches/Hotfixes	✓	✓	✓ (no hotfixes)
Access to Entitled Forums	✓	✓	✓
Raise Support Tickets (SSO/phone)	✓	✓	
Access to technical support engineers	✓	✓	
Creation of Patches/Hotfixes	✓		
Creation of security fixes	✓		

HP Software Obsolescence Policy Changes

Question Why is the support price the same but the service level reduced if I run an older version?

Answer In the past HP used to charge an additional amount for the Extended Support period. With this new policy, the support price stays consistent throughout the support period for a product version. If you are on Extended or Self-Help Support phases, as soon as you deploy the latest product version (or any version that is still on Committed Support) you revert back to receiving Full Support services. This makes the administration and tracking of support contracts much simpler for you and HP.

Question How will I know what level of support I will be receiving?

Answer A table of support periods for all products is maintained at our [obsolescence and migration page](#). Please refer to this section for details specific to the product/version you are using.

According to the HP contractual terms, customers are obliged to make sure their Software used is on a supported available release. You therefore need to ensure you are running an appropriate version of HP Software for the support level you require/expect. Most of our software product numbers (SKUs) are not version specific. Therefore we are not able to track the specific versions you have deployed in your live environments.

Question What if I have already paid an incremental amount for Extended Support – will I receive a refund?

Answer Unfortunately no. Like any pricing/policy change, there has to be a cut-over date when new pricing schemes start/stop. The new policy comes into effect for support contracts starting/renewing after May 1st, 2015. The new pricing will come into effect at your next/normal renewal time. You will benefit from the changes for other products needing Extended Support in the future and you will have access to the Self-Help Support with RTNV period, if needed.

Question Can you provide me some examples of how the policy will work with version numbers?

Answer The table below provides an example release history of a product and based on the age of the product, shows the level of support service that would be available, assuming as of May 2015 (Note: this table shows old dates purely to provide an example, the time-based obsolescence process is not applicable to all old versions of products – the full list of product and version is available [on SSO](#)).

Product Version	General Availability	End-of-Committed Support	End-of-Extended Support	End-of-Self Help with Updates	Example support as at May 2015
7.1	Jun 1, 2012	May 31, 2016	May 31, 2018	May 31, 2022	Committed/Full Support
7.0	Jun 1, 2011	May 31, 2015	May 31, 2017	May 31, 2021	Committed/Full Support
6.1	Jun 1, 2010	May 31, 2014	May 31, 2016	May 31, 2020	Extended Support services only
6.0	Jan 1, 2010	Dec 31, 2013	Dec 31, 2015	Dec 31, 2019	Extended Support services only
5.1	Jun 1, 2009	May 31, 2013	May 31, 2015	May 31, 2019	Extended Support services only
5.0	Jan 1, 2009	Dec 31, 2012	Dec 31, 2014	Dec 31, 2018	Self Help with RTNV only
4.0	Jan 1, 2008	Dec 31, 2011	Dec 31, 2013	Dec 31, 2017	Self Help with RTNV only

HP Software Obsolescence Policy Changes

Question Why should I always migrate to the latest version of HP Software?

Answer Each new version of HP Software will always have new features or enhancements to either improve the user experience, extend the functionality, or increase the simplicity of deployments.

However, over and above the specific value of new features, it is our experience that customers running older versions of software, especially 4 years and above, creates increased operational risks. This is especially true for security patches or general patches which would stop after the committed support period.

Other risks include potential incompatibilities with newer HP Software products that may not integrate with versions older than 4 years old, or incompatibilities with the latest versions of operating environments such as databases, browsers or operating systems which you may also have to support.

Finally we find customers who delay the deployment of newer versions, typically have increased risks and costs when they ultimately try to upgrade between two versions of software which maybe 5 or 6 years apart.

For more information

For more information on the HP Software Obsolescence Policy and products visit our [obsolescence and migration page](#).

For details of support service levels please review the [HP Software Enterprise Support Datasheet](#).

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