

HP Software Performance Center 11.0x End of Sale Announcement

Frequently Asked Questions

On May 1, 2015, HP announced the end of sale date for Performance Center 11.0x. 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

Question When is HP discontinuing sales for Performance Center 11.0x ?

Answer Effective May 1, 2015, HP is announcing the End of Sale of Performance Center 11.0x. Current customers may continue to purchase additional licenses of Performance Center 11.0x **until June 30, 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 sales for Performance Center 11.0x ?

Answer Performance Center 11.0x will reach End of Committed Support in the near future. For this reason, HP is discontinuing the sales of Performance Center 11.0x. This is in accordance with the HP Software Supported Version Policy. Definitions of terms are documented in the [HP Software product version obsolescence guidelines](#).

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 Performance Center 11.0x ?

Answer Performance Center 11.0x will continue to be available for purchase to current support customers through June 30, 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 Performance Center 11.0x ? If yes, how?

Answer Additional licenses may not be purchased for versions that are discontinued and past their end of sale date.

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May 1, 2015



<i>Question</i>	Do I need to request new license keys when upgrading to Performance Center 12.2x ?
<i>Answer</i>	Yes, you have to request new license keys for Performance Center 12.2x. Please visit the My Updates portal at hp.com/software/updates . For Enterprise License Agreement (ELA) customers, use Software Activation Website (SAW) to request Performance Center 12.2x license keys.
<i>Question</i>	What version of Performance Center is currently available and what update plans do you have for the product, if any?
<i>Answer</i>	The latest version is Performance Center 12.2x. Please check www.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 update to Performance Center 12.2x ?
<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 update information for Performance Center 11.0x ?
<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 update my Performance Center 11.0x environment using in-house technical resources. Where do I get all the required software?
<i>Answer</i>	All Performance Center 11.0x support customers can download Performance Center 12.2x 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 Performance Center 12.2x.

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Support contract related questions

Question What is the End of Committed Support date?

Answer The End of Committed Support date for Performance Center 11.0x is June 30, 2015. This date was announced on [Software Support Online](#) on July 01, 2012. As of this date customer support activities for this version will cease, this includes:

- Security Rule updates
- Product updates

Question What is the End of Extended Support date?

Answer The End of Extended Support date for Performance Center 11.0x is June 30, 2017. This date was announced on [Software Support Online](#) on July 01, 2012. During the 2 year Extended Support period, you have access to existing patches, fixes and telephone support.

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 Performance Center 11.0x. HP will stop providing support for Performance Center 11.0x on June 30, 2015. Extended Support will continue to be available through June 30, 2017. Self-Help Support with Rights to New Versions will continue to be available through June 30, 2021. Customers are encouraged to begin reviewing their business requirements for Performance Center 11.0x. 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.

Question Can I get a support contract for technical support only, without having to pay for updates?

Answer No, support contracts include both technical support and software updates.

Question Should there be a defect with a version of Performance Center 11.0x 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 Performance Center 12.2x 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 update / migrate to be easy and successful.

Question When I update from Performance Center 11.0x to Performance Center 12.2x, can I continue my existing support contracts until they expire?

Answer Yes, your support contract will be updated automatically at the next renewal time.

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<i>Question</i>	When I update from Performance Center 11.0x to Performance Center 12.2x, can I expect the same support pricing compared to Performance Center 11.0x ?
<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 update ?
<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 Performance Center 12.2x ?
<i>Answer</i>	<p>Your local Software Education specialist can help understand what training packages are available for you. Please email your local contact for more information.</p> <p>Choose according the product / region the program is for and remove whats not needed.</p> <p>ITOM / ADM / ITM Education / ART Americas - HP Software Education AMS</p> <p>Asia Pacific - HP Software Education AP Japan - HP Software Education Japan</p> <p>Europe, Middle East and Africa - HP Software Education EMEA</p> <p>Arcsight, Fortify, Tipping Point, Atalla HP Software Security</p> <p>Autonomy / IM HP Software Autonomy IM</p> <p>Vertica HP Software Vertica</p>

For more information

For more information on Performance Center 12.2x 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/hpsoftwaresupport/
hp.com/go/hpsoftwaresupport/support-lifecycle

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