

HP Enterprise Secure Key Manager (ESKM) SKU Obsolescence Announcement

Frequently Asked Questions

On May 1, 2015, HP announced the End of Sale and End of Support dates for current HP Enterprise Secure Key Manager (ESKM) client license and upgrade software SKUs.

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

Product related questions

Question When is HP discontinuing the use of current HP ESKM client license and upgrade software SKUs?

Answer Effective May 1, 2015, HP is announcing the discontinuance of the current SKU numbers for ESKM client licenses and upgrade software. Customers may continue to purchase additional licenses using the old SKUs until June 1, 2015. On June 1st, the current SKU numbers for the products will be removed from HP's corporate price list and will no longer be orderable. The replacement SKUs are orderable immediately.

Question Why is HP discontinuing the current set of ESKM client license and upgrade software SKUs and replacing with new SKUs?

Answer This SKU transition is designed to allow customers to obtain additional licenses and software in a more streamlined manner for new orders using the HP electronic software delivery system. There will be no impact to the terms of active support contracts for ESKM client licenses or software other than the automatic replacement with the new SKU numbers at time of renewal. The change should be largely transparent to customers.

Question What product numbers are affected by this obsolescence?

Answer Please refer to the associated Customer Letter for the list of affected SKU numbers.

Question When is the last date I can order ESKM client licenses or software with the current SKU numbers?

Answer Current ESKM client license and upgrade software SKUs will remain available for purchase through June 1, 2015. As of that date, you will no longer be able to purchase additional licenses using the current SKU numbers.

Question Can I still purchase additional licenses? If yes, how?

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Answer Additional licenses may be purchased at any time, however orders beginning on June 1, 2015 will need to use the new SKUs. At that time the old SKUs will be discontinued and no longer orderable.

Question Do I need to request new license keys for my current ESKM client licenses?

Answer No.

Question What are the hardware requirements to upgrade to the new ESKM SKUs?

Answer You do not need to upgrade ESKM hardware or your current ESKM client licenses or upgrade software. Other than the replacement of part numbers (SKUs) in your support contract, there is no change to existing licenses or software.

Question Who can I contact if I have more questions with regards to this product discontinuance?

Answer Please contact the HP Atalla Support team at atalla.support@hp.com

Support contract related questions

Question What is the end of support date?

Answer The End of Support date for the current set of HP Enterprise Secure Key Manager client license and upgrade software SKUs is January 31, 2016. The replacement SKUs will continue to be supported with no end of support date published at this time.

Question Are there any other key dates I need to be aware of?

Answer Please see page 1 of the associated Customer Letter for key dates.

Question If I am on a support contract, what will I be entitled to?

Answer You will continue to receive the same level of support you currently have for ESKM client licenses and upgrade software. There will be no changes to your existing levels of support.

Question Once the new SKUs are added to my support contract can I continue my existing support contract until it expires?

Answer Yes

For more information

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