HP Software LoadRunner-Performance Center (LR-PC) Diagnostics 9.1x End of Sale Announcement

Frequently Asked Questions

On June 1, 2015, HP announced the end of sale date for LR-PC Diagnostics 9.1x. The End of Committed Support and End of Extended Support dates were previously communicated on Software Support Online on July 1 2012.

We are also aligning the End of Committed Support (EOCS) date and End of Extended Support (EOES) date with those for BSM Diagnostics 9.1x. For LoadRunner-Performance Center Diagnostics 9.1x the new EOCS date will become December 31, 2015 (extended from June 30, 2015) and the EOES date will become December 31, 2017 (extended from June 30, 2017).

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

Product related questions	
Question	When is HP discontinuing sales for LR-PC Diagnostics 9.1x?
Answer	Effective June 1, 2015, HP is announcing the End of Sale of LR-PC Diagnostics 9.1x. Current customers may continue to purchase additional licenses of LR-PC Diagnostics 9.1x until July 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 LR-PC Diagnostics 9.1x?
Answer	LR-PC Diagnostics 9.1x will reach End of Committed Support in the near future. For this reason, HP is discontinuing the sales of LR-PC Diagnostics 9.1x. 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	No product numbers are affected.
Question	When is the last date I can order LR-PC Diagnostics 9.1x?
Answer	LR-PC Diagnostics 9.1x will continue to be available for purchase to current support customers through August 1, 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 LR-PC Diagnostics 9.1x? If yes, how?

Sign up for updates
hp.com/go/swupdatealerts

June 1, 2015

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 LR-PC Diagnostics 9.2x?
Answer	No, you don't need new license keys for LR-PC Diagnostics 9.2x.
Question	What version of LR-PC Diagnostics is currently available and what update plans do you have for the product, if any?
Answer	The latest version is LR-PC Diagnostics 9.2x. 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.
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 update to LR-PC Diagnostics 9.2x?
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 update information for LR-PC Diagnostics 9.1x?
Answer	Your local HP sales representative or HP Software Business Partner can help you get this information.
Question	I plan to update my LR-PC Diagnostics 9.1x environment using in-house technical resources. Where do I get all the required software?
Answer	All LR-PC Diagnostics 9.1x support customers can download LR-PC Diagnostics 9.2x 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 LR-PC Diagnostics 9.2x.

Support contract related questions

Question	What is the End of Committed Support date?
Answer	The End of Committed Support date for LR-PC Diagnostics 9.1x is December 31, 2015 (extended from June 30, 2015 to align with BSM Diagnostics 9.1x). The June 30, 2015 date was announced on Software Support Online on July 1, 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?

Sign up for updates
hp.com/go/swupdatealerts

Answer	The End of Extended Support date for LR-PC Diagnostics 9.1x is December 31, 2017 (extended from June 30, 2017 to align with BSM Diagnostics 9.1x). The June 30, 2015 date was announced on <u>Software Support Online</u> on July 1, 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 LR-PC Diagnostics 9.1x. HP will stop providing support for LR-PC Diagnostics 9.1x on December 31, 2015. Extended Support will continue to be available through December 31, 2017. Self-Help Support with Rights to New Versions will continue to be available through December 31, 2021. Customers are encouraged to begin reviewing their business requirements for LR-PC Diagnostics 9.1x. 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 LR-PC Diagnostics 9.1x 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 LR-PC Diagnostics 9.2x 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 LR-PC Diagnostics 9.1x to LR-PC Diagnostics 9.2x, can I continue my existing support contracts until they expire?
Answer	Yes. No change will be made to the support contract.
Question	When I update from LR-PC Diagnostics 9.1x to LR-PC Diagnostics 9.2x, can I expect the same support pricing compared to LR-PC Diagnostics 9.1x?
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 update?
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 LR-PC Diagnostics 9.1x?

Sign up for updates
hp.com/go/swupdatealerts

June 1, 2015

Answer Your local Software Education specialist can help understand what training packages are available for you. Please email your local contact for more information>>

Choose according the product / region the program is for and remove whats not needed.

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

Arcsight, Fortify, Tipping Point, Atalla
HP Software Security

Autonomy / IM
HP Software Autonomy_IM

Vertica
HP Software Vertica

For more information

For more information on LR-PC Diagnostics 9.2x 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

Sign up for updates
hp.com/go/swupdatealerts