

HP Data Protector 7.0x, 8.0x & 8.1x Version Obsolescence Announcement

Frequently Asked Questions

On July 01, 2015, HP announced the end of sale date and end of support dates for HP Data Protector 7.0x, 8.0x & 8.1x.

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

Product related questions

Question When is HP discontinuing HP Data Protector 7.0x, 8.0x & 8.1x?

Answer Effective July 01, 2015, HP is announcing the discontinuance of HP Data Protector 7.0x, 8.0x & 8.1x. The specific dates are detailed in the following table:

Date	Program Activity
Jul 01, 2015	Version obsolescence announced
Nov 01, 2015	End of Sale for HP Data Protector 7.0x & 8.0x (no longer orderable or available for purchase)
Jun 30, 2016	End of Product Support for HP Data Protector 7.0x & 8.0x
Jun 30, 2018	End of Self-Help Support for HP Data Protector 7.0x & 8.0x
Jun 01, 2016	End of Sale for HP Data Protector 8.1x (no longer orderable or available for purchase)
Jun 30, 2017	End of Product Support for HP Data Protector 8.1x
Jun 30, 2019	End of Self-Help Support for HP Data Protector 8.1x

Current customers may continue to purchase additional licenses of HP Data Protector 7.0x, 8.0x & 8.1x until the End of Sale date listed above. 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 Data Protector 7.0x, 8.0x & 8.1x?

Answer Effective with the new release of HP Data Protector 9.0x, HP is announcing the obsolescence of the older versions of HP Data Protector. This is in accordance with the HP Software Supported Version Policy 5. Definitions of terms are documented in the [HP Software product version obsolescence guidelines](#).

By moving to a time-based end of support policy HP is committed to providing better insight into product transition and support timings to facilitate better planning for future deployment and upgrade projects.

Question What product numbers are affected by this obsolescence?

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<i>Answer</i>	Please refer to Appendix B in the customer letter for the list of affected product numbers.
<i>Question</i>	Can I still purchase additional licenses for HP Data Protector 7.0x, 8.0x & 8.1x if yes, how?
<i>Answer</i>	Additional licenses may not be purchased for versions that are discontinued and past their end of sale date.
<i>Question</i>	Do I need to request new license keys when updating to HP Data Protector 9?
<i>Answer</i>	<p>Customers updating from HP Data Protector 7.0x and 8.0x to HP Data Protector 9.0x will require new license keys. Please visit the My Updates portal at hp.com/software/updates.</p> <p>The new keys are available at the DP 8.10 level (the customer needs to open the DP 8.10 level to utilize the 'get license' link).</p> <p>For Enterprise License Agreement (ELA) customers, use Software Activation Website (SAW) to request HP Data Protector 9.0x license keys.</p> <p>Customers updating from HP Data Protector 8.1x to HP Data Protector 9.0x can continue to use their existing keys.</p>
<i>Question</i>	What version of HP Data Protector is currently available and what update plans do you have for the product, if any?
<i>Answer</i>	The latest version is HP Data Protector 9.0x. Please check www.hp.com/go/dataprotector 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 version discontinuance?
<i>Answer</i>	<p>You have several options available to you:</p> <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/hpsoftwaresupport/ • HP Technical Support: hp.com/go/hpsoftwaresupport/casemanager/submitcase
<i>Question</i>	What are the hardware requirements to update to HP Data Protector 9.0x?
<i>Answer</i>	Hardware requirements will vary depending on your operating system, please review the appropriate system requirements in the HP Data Protector 9.00 Installation Guide as well as compatibility matrices at hp.com/go/hpsoftwaresupport . Or contact your local HP Sales Representative or HP Software Business Partner for further assistance.
<i>Question</i>	Where can I find updated information for HP Data Protector 7.0x, 8.0x & 8.1x?
<i>Answer</i>	The latest product manuals, software downloads, compatibility matrices, knowledge articles and more are available at hp.com/go/softwaresupport . In addition, you can contact your local HP sales representative or HP Software Business Partner can help you get this information.
<i>Question</i>	I plan to update my HP Data Protector 7.0x, 8.0x & 8.1x environment using in-house technical resources. Where do I get all the required software?
<i>Answer</i>	All support customers can download HP Data Protector 9.0x media via 'My Updates' section on hp.com/go/softwaresupport .

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<i>Question</i>	What is the concurrent support time period for an upgrade process?
<i>Answer</i>	There will be 6 months of concurrent support for getting migrated to the HP Data Protector 9.0 version

Support contract related questions

<i>Question</i>	What is the end of support date?
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<i>Answer</i>	<p>The End of Support date for</p> <ul style="list-style-type: none"> - HP Data Protector 7.0x & 8.0x is June 30, 2016 - HP Data Protector 8.1x is June 30, 2017 <p>As of this date all customer support activities for this version will cease, this includes:</p> <ul style="list-style-type: none"> • Telephone support • Security Rule updates • Product updates
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<i>Question</i>	Are there any other key dates I need to be aware of?
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<i>Answer</i>	Please see Customer Letter page 1 for key dates.
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<i>Question</i>	What are my discontinuance options?
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<i>Answer</i>	<p>Customers have the option to continue using HP Data Protector 7.0x & 8.0x & 8.1x.</p> <p>HP will stop providing support for</p> <ul style="list-style-type: none"> - HP Data Protector 7.0x & 8.0x on June 30, 2016 - HP Data Protector 8.1x on June 30, 2017 <p>Self-Help Support will continue to be available for</p> <ul style="list-style-type: none"> - HP Data Protector 7.0x & 8.0x through June 30, 2018 - HP Data Protector 8.1x through June 30, 2019
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Customers are encouraged to begin reviewing their business requirements for HP Data Protector 7.0x, 8.0x & 8.1x. 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.

<i>Question</i>	Can I get a support contract for technical support only, without having to pay for updates?
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<i>Answer</i>	No, support contracts include both technical support and software updates.
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<i>Question</i>	Should there be a defect with a version of HP Data Protector 7.0x & 8.0x & 8.1x for which no defect fixing is done anymore, can I pay for a fix to be implemented on my request?
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<i>Answer</i>	HP may choose to offer defect fixes at a premium price, depending on available resources.
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<i>Question</i>	If I am on a support contract, what will I be entitled to?
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<i>Answer</i>	You should have received a letter or electronic notification from HP to inform you about the availability of HP Data Protector 9.0x 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 to be easy and successful.
<i>Question</i>	When I update from HP Data Protector 7.0x & 8.0x & 8.1x. to HP Data Protector 9.0x , can I continue my existing support contracts until they expire?
<i>Answer</i>	Yes, your support contract will be updated automatically at the next renewal time.
<i>Question</i>	When I update from HP Data Protector 7.0x & 8.0x & 8.1x. to HP Data Protector 9.0x, can I expect the same support pricing compared to HP Data Protector 7.0x & 8.0x & 8.1x.?
<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 HP Data Protector 9.0x?
<i>Answer</i>	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 to the product / region the program is for and remove what's not needed. HP Software Autonomy_IM

For more information

For more information on HP Data Protector 9.0x 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/hpssoftwaresupport/

hp.com/go/hpssoftwaresupport/support-lifecycle

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