

# HP Backup Navigator 8.0x Version Obsolescence Announcement

## Frequently Asked Questions

On July 01, 2015, HP announced the end of sale date and end of support dates for HP Backup Navigator 8.0x

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

### Product related questions

**Question** When is HP discontinuing HP Backup Navigator 8.0x ?

**Answer** Effective July 01, 2015, HP is announcing the discontinuance of HP Backup Navigator 8.0x . 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 Backup Navigator 8.0x<br>(no longer orderable or available for purchase) |
| Jun 30, 2017 | End of Product Support for HP Backup Navigator 8.0x   |
| Jun 30, 2019 | End of Self-Help Support for HP Backup Navigator 8.0x                                       |

Current customers may continue to purchase additional licenses of HP Backup Navigator 8.0x 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 Backup Navigator 8.0x ?

**Answer** Effective with the new release of HP Backup Navigator 9.10, HP is announcing the obsolescence of the older versions of HP Backup Navigator. 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?

**Answer** Please refer to Appendix B in the customer letter for the list of affected product numbers.

**Question** Can I still purchase additional licenses for HP Backup Navigator 8.0x . If yes, how?

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*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 updating to HP Backup Navigator 9.10?

*Answer* No, new license keys are not needed for HP Backup Navigator 9.10.

*Question* What version of HP Backup Navigator is currently available and what update plans do you have for the product, if any?

*Answer* The latest version is HP Backup Navigator 9.10. Please check [www.hp.com/go/dataprotector](http://www.hp.com/go/dataprotector) 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 version 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](http://h20229.www2.hp.com/buy/index.html)
- Web Self Solve: [hp.com/go/hpsoftwaresupport/](http://hp.com/go/hpsoftwaresupport/)
- HP Technical Support: [hp.com/go/hpsoftwaresupport/casemanager/submitcase](http://hp.com/go/hpsoftwaresupport/casemanager/submitcase)

*Question* What are the hardware requirements to update to HP Backup Navigator 9.1x ?

*Answer* Please refer to the Installation and Configuration section of the HP Backup Navigator 9.1 User's Guide for necessary system requirements and compatibility information. This guide can be accessed at [hp.com/go/hpsoftwaresupport](http://hp.com/go/hpsoftwaresupport). Or contact your local HP Sales Representative or HP Software Business Partner for further assistance.

*Question* Where can I find updated information for HP Backup Navigator 9.1x ?

*Answer* The latest product manuals, software downloads, compatibility matrices, knowledge articles and more are available at [hp.com/go/software-support](http://hp.com/go/software-support). In addition, you can contact your local HP sales representative or HP Software Business Partner can help you get this information.

*Question* I plan to update my HP Backup Navigator 8.0x environment using in-house technical resources. Where do I get all the required software?

*Answer* All support customers can download HP Backup Navigator 9.10 media via 'My Updates' section on [hp.com/go/software-support](http://hp.com/go/software-support).

*Question* What is the concurrent support time period for an upgrade process?

*Answer* There will be 6 months of concurrent support for getting migrated to the HP Backup Navigator 9.10 version

#### Support contract related questions

*Question* What is the end of support date?

*Answer* The End of Support date for

- HP Backup Navigator 8.0x is June 30, 2017

As of this date all customer support activities for this version will cease, this

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includes:

- Telephone support
- Security Rule updates
- Product updates

|                 |   |
|-----------------|---|
| <i>Question</i> | Are there any other key dates I need to be aware of?  |
| <i>Answer</i>   | Please see Customer Letter page 1 for key dates.  |
| <i>Question</i> | What are my discontinuance options?   |
| <i>Answer</i>   | <p>Customers have the option to continue using HP Backup Navigator 8.0x .</p> <p>HP will stop providing support for</p> <ul style="list-style-type: none"><li>- HP Backup Navigator 8.0x on June 30, 2017</li></ul> <p>Self-Help Support will continue to be available for</p> <ul style="list-style-type: none"><li>- HP Backup Navigator 8.0x through June 30, 2019</li></ul> <p>Customers are encouraged to begin reviewing their business requirements for HP Backup Navigator 8.0x . 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.</p> |
| <i>Question</i> | Can I get a support contract for technical support only, without having to pay for updates?   |
| <i>Answer</i>   | No, support contracts include both technical support and software updates.  |
| <i>Question</i> | Should there be a defect with a version of HP Backup Navigator 8.0x for which no defect fixing is done anymore, can I pay for a fix to be implemented on my request?  |
| <i>Answer</i>   | HP may choose to offer defect fixes at a premium price, depending on available resources.   |
| <i>Question</i> | If I am on a support contract, what will I be entitled to?  |
| <i>Answer</i>   | You should have received a letter or electronic notification from HP to inform you about the availability of HP Backup Navigator 9.10 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 Backup Navigator 8.0x to HP Backup Navigator 9.10, 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 Backup Navigator 8.0x . to HP Backup Navigator 9.10 can I expect the same support pricing compared to HP Backup Navigator 8.0x ?  |
| <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.   |

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|                 |   |
|-----------------|---|
| <i>Question</i> | What educational training packages are available for HP Backup Navigator 8.0x ?   |
| <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><u><a href="#">HP Software Autonomy_IM</a></u></p> |

## For more information

For more information on HP Backup Navigator and HP Software services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:

[hp.com/go/dataprotector](http://hp.com/go/dataprotector)

[hp.com/go/software](http://hp.com/go/software)

[hp.com/go/hpsoftwaresupport/](http://hp.com/go/hpsoftwaresupport/)

[hp.com/go/hpsoftwaresupport/support-lifecycle](http://hp.com/go/hpsoftwaresupport/support-lifecycle)

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July 2015

