

HP Data Protector Management Pack 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 Data Protector Management Pack 8.0x.

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

Product related questions

Question When is HP discontinuing HP Data Protector Management Pack 8.0x?

Answer Effective July 01, 2015, HP is announcing the discontinuance of HP Data Protector Management Pack 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 Data Protector Management Pack 8.0x (no longer orderable or available for purchase)
Jun 30, 2017	End of Product Support for HP Data Protector Management Pack 8.0x
Jun 30, 2019	End of Self-Help Support for HP Data Protector Management Pack 8.0x

Current customers may continue to purchase additional licenses of HP Data Protector Management Pack 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 Data Protector Management Pack 8.0x?

Answer Effective with the new release of HP Data Protector Management Pack 9.0x, HP is announcing the obsolescence of the older versions of HP Data Protector Management Pack. 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.

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<i>Question</i>	What product numbers are affected by this obsolescence?
<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 Management Pack 8.0x. 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 Management Pack 9.0x?
<i>Answer</i>	Existing keys for HP Data Protector Management Pack 8.0x will work for HP Data Protector Management Pack 9.0x upgrades.
<i>Question</i>	What version of HP Data Protector Management Pack 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 Management Pack 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>	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 HP Data Protector Management Pack 9.0x
<i>Answer</i>	Please refer to the Installation and Configuration section of the HP Data Protector Management Pack 9.0 User's Guide for necessary system requirements and the HP Data Protector Management Pack 9.0 Support Matrix for compatibility information. These documents can be accessed at hp.com/go/hpssoftwaresupport . 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 Management Pack 8.0x?
<i>Answer</i>	The latest product manuals, software downloads, compatibility matrices, knowledge articles and more are available at 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.
<i>Question</i>	I plan to update my HP Data Protector Management Pack 8.0x 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 Management Pack 9.0x media via 'My Updates' section on hp.com/go/software-support .
<i>Question</i>	What is the concurrent support time period for an upgrade process?

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Answer There will be 6 months of concurrent support for getting migrated to the HP Data Protector Management Pack 9.0x version

Support contract related questions

Question What is the end of support date?

Answer The End of Support date for

- HP Data Protector Management Pack 8.0x is June 30, 2017

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

- Telephone support
- Security Rule updates
- Product updates

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 HP Data Protector Management Pack 8.0x.

HP will stop providing support for

- HP Data Protector Management Pack 8.0x on June 30, 2017

Self-Help Support will continue to be available for

- HP Data Protector Management Pack 8.0x through June 30, 2019

Customers are encouraged to begin reviewing their business requirements for HP Data Protector Management Pack 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.

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 HP Data Protector Management Pack 8.0x 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 HP Data Protector Management Pack 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.

Question When I update from HP Data Protector Management Pack 8.0x to HP Data Protector Management Pack 9.0x, can I continue my existing support contracts until they expire?

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<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 Management Pack 8.0x to HP Data Protector Management Pack 9.0x can I expect the same support pricing compared to HP Data Protector Management Pack 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.
<i>Question</i>	What educational training packages are available for HP Data Protector Management Pack 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 the product / region the program is for and remove whats not needed. <u>HP Software Autonomy_IM</u>

For more information

For more information on HP Data Protector Management Pack and HP Software services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:

hp.com/go/dataprotector

hp.com/go/software

hp.com/go/hpsoftwaresupport/

hp.com/go/hpsoftwaresupport/support-lifecycle

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