HP Data Protector Starter Pack (*HP DP Starter Pack) LTU / Media Bundle Obsolescence Announcement

Frequently Asked Questions

On July 15, 2015, HP announced the end of sale date and end of support dates for HP Data Protector Starter Pack (*HP DP Starter Pack) LTU / Media Bundle.

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

Product related questions	
Question	When is HP discontinuing HP Data Protector Starter Pack (*HP DP Starter Pack) LTU / Media Bundle?
Answer	Effective July 15, 2015, HP is announcing the discontinuance of HP DP Starter Pack LTU / Media Bundle. Current customers may continue to purchase additional licenses of HP DP Starter Pack LTU / Media Bundle until November 01, 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 HP DP Starter Pack LTU / Media Bundle?
Answer	HP is announcing the obsolescence of the older versions of of products that combine media and LTU. In alignment with our current strategy HP now offers separate LTU and media product numbers that are available for purchase. 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.
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	When is the last date I can order HP DP Starter Pack LTU / Media Bundle?
Answer	HP DP Starter Pack LTU / Media Bundle will continue to be available for purchase to current support customers through November 01, 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 HP DP Starter Pack LTU / Media Bundle If yes, how?
Answer	Additional licenses may not be purchased for versions that are discontinued and past their end of sale date.

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Question	Do I need to request new license keys when migrating to HP DP Starter Pack LTU?
Answer	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. For Enterprise License Agreement (ELA) customers, use Software Activation Website (SAW) to request HP Data Protector 9.0x license keys. Customers updating from HP Data Protector 8.1x to HP Data Protector 9.0x can continue to use their existing keys.
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 migrate to HP DP Starter Pack LTU / Media Bundle?
Answer	Hardware requirements will vary depending on your operating system, please review the System Requirements section of the Data Protector Installation Guide as well as the Compatibility Matrix document or contact your local HP Sales Representative or HP Software Business Partner for further assistance.
Question	Where can I find migration information for HP DP Starter Pack LTU / Media Bundle?
Answer	Your local HP sales representative or HP Software Business Partner can help you get this information.
Question	What is the concurrent support time period
Answer	There will be 6 months of concurrent support for getting migrated to the HP Data Protector 9.0 version

Support contract related questions

Question	What is the end of support date?
Answer	The End of Support date for HP DP Starter Pack LTU / Media Bundle is December 31, 2018. 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?

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Answer	Customers have the option to continue using HP DP Starter Pack LTU / Media Bundle. HP will stop providing support for HP DP Starter Pack LTU / Media Bundle on December 31, 2018. Customers are encouraged to begin reviewing their business requirements for HP DP Starter Pack LTU / Media Bundle. 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 DP Starter Pack LTU / Media Bundle 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 DP Starter Pack LTU 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 migration to be easy and successful.
Question	When I migrate from HP DP Starter Pack LTU / Media Bundle to HP DP Starter Pack LTU, can I continue my existing support contracts until they expire?
Answer	Yes, your support contract will be updated automatically at the next renewal time.
Question	When I migrate from HP DP Starter Pack LTU / Media Bundle to HP DP Starter Pack LTU, can I expect the same support pricing compared to HP DP Starter Pack LTU / Media Bundle?
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 migrate?
Answer	Your local HP sales representative or HP software business partner can help you get this information.

For more information

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

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hp.com/go/hpsoftwaresupport/
hp.com/go/hpsoftwaresupport/support-lifecycle

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