HP Data Protector Media Operations (HP DP MO) 7.0x 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 Media Operations (*HP DP MO) 7.0x.

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

Product related questions	
Question	When is HP discontinuing HP DP MO 7.0x?
Answer	Effective July 15, 2015, HP is announcing the discontinuance of HP DP MO 7.0x. Current customers may continue to purchase additional licenses of HP DP MO 7.0x until Nov 01, 2015. As of this date, the product will be removed from HP's Corporate Price List and will no longer be orderable.
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 MO 7.0x?
Answer	HP DP MO 7.0x will continue to be available for purchase to current support customers through Nov 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 MO 7.0x. If yes, how?
Answer	Additional licenses may not be purchased for versions that are discontinued and past their end of sale date.
Question	What previous versions of HP DP MO where available and which End of Support dates have those?
Answer	
Question	Who can I contact if I have more questions with regards to this product discontinuance?

HP DP MO 3.0x	Current Product Support Ends	Aug 31, 2007
HP DP MO 5.5x	Current Product Support Ends	Oct 31, 2009
HP DP MO 6.0x	End of Support	Jun 30, 2011
HP DP MO 6.1x	End of Support	Apr 30, 2013
HP DP MO 6.2x	End of Support	Dec 31, 2014

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 replacement product options exist for HP DP MO?
Answer	HP Records Manager helps organizations manage critical data and spans both physical and electronic content. For information on how HP Records Manager can be used in your environment please contact your HP Sales Representative or HP Software business Partner for additional information.

Support contract related questions

Question	What is the end of support date?
Answer	The End of Support date for HP DP MO 7.0x is July 31, 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 DP MO 7.0x. HP will stop providing support for HP DP MO 7.0x on July 31, 2017. Customers are encouraged to begin reviewing their business requirements for HP DP MO 7.0x. 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 DP MO 7.0x 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 key timelines and support options that are now available to you. Your local HP Sales and Support Representatives or your HP Software Business Partner can help provide information.

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July 2015

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:

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

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