

HP Data Protector for PCs and HP Data Protector Notebook Extension Obsolescence Announcement

Frequently Asked Questions

On August 01, 2015, HP announced the end of support dates HP Data Protector for PCs and HP Data Protector Notebook Extension.

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

Product related questions

Question When is HP discontinuing HP Data Protector for PCs and HP Data Protector Notebook Extension?

Answer Effective August 01, 2015, HP is announcing the discontinuance of HP Data Protector for PCs and HP Data Protector Notebook Extension. Current customers may continue to purchase additional licenses of HP Data Protector for PCs and HP Data Protector Notebook Extension until October 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 Data Protector for PCs and HP Data Protector Notebook Extension?

Answer HP Data Protector for PCs and HP Data Protector Notebook Extension will continue to be available for purchase to current support customers through October 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 Data Protector for PCs and HP Data Protector Notebook Extension. If yes, how?

Answer Additional licenses may not be purchased for versions that are discontinued and past their end of sale date.

Question Who can I contact if I have more questions with regards to this product discontinuance?

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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 Data Protector for PCs and HP Data Protector Notebook Extension?

Answer Please note that all HP Data Protector for PCs and HP Data Protector Notebook Extension support customers who have a requirement to use a functionality provided within HP Data Protector for PCs and HP Data Protector Notebook Extension can purchase HP Connected. For more information on HP Connected refer to hp.com/go/tryconnectedmx or contact your HP sales representative or authorized HP Data Protector software channel partner.

Support contract related questions

Question What is the end of support date?

Answer The End of Support date for HP Data Protector for PCs and HP Data Protector Notebook Extension 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 Data Protector for PCs and HP Data Protector Notebook Extension. HP will stop providing support for HP Data Protector for PCs and HP Data Protector Notebook Extension on July 31, 2017. Customers are encouraged to begin reviewing their business requirements for HP Data Protector for PCs and HP Data Protector Notebook Extension. 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 for PCs and HP Data Protector Notebook Extension 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?

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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.

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/software

hp.com/go/hpssoftwaresupport/

hp.com/go/hpssoftwaresupport/support-lifecycle

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