

HP Software Performance Manager 8.2x Obsolescence Announcement

Frequently Asked Questions

On November 1, 2015, HP announced the end of sale date and end of support dates for Performance Manager 8.2x.

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

Product related questions

Question When is HP discontinuing Performance Manager 8.2x?

Answer Effective November 1, 2015, HP is announcing the discontinuance of Performance Manager 8.2x. Current customers may continue to purchase additional licenses of Performance Manager 8.2x until January 1, 2016. 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 Performance Manager 8.2x?

Answer Effective with the new release of Performance Manager 9.2x, HP is announcing the obsolescence of the older versions of Performance Manager. 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 Performance Manager 8.2x?

Answer Performance Manager 8.2x will continue to be available for purchase to current support customers through January 1, 2016. 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 Performance Manager 8.2x? If yes, how?

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 Performance Manager 9.2x?

Answer No, you don't need new license keys for Performance Manager 9.2x.

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Question What version of Performance Manager is currently available and what update plans do you have for the product, if any?

Answer The latest version is Performance Manager 9.2x. Please check hp.com/go/software 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 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/hpssoftwaresupport/
- HP Technical Support: hp.com/go/hpssoftwaresupport/casemanager/submitcase

Question What are the hardware requirements to update to Performance Manager 9.2x?

Answer Hardware requirements will vary depending on your operating system, please review the appropriate System Requirements and Compatibility Matrix document or contact your local HP Sales Representative or HP Software Business Partner for further assistance.

Question Where can I find update information for Performance Manager 8.2x?

Answer Your local HP sales representative or HP Software Business Partner can help you get this information.

Question I plan to update my Performance Manager 8.2x environment using in-house technical resources. Where do I get all the required software?

Answer All Performance Manager 8.2x support customers can download Performance Manager 9.2x media via 'My Updates'.

Question What is the concurrent support time period?

Answer There will be 6 months of concurrent support for getting updated to Performance Manager 9.2x.

Support contract related questions

Question What is the end of support date?

Answer The End of Support date for Performance Manager 8.2x is April 30, 2016. 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 Performance Manager 8.2x. HP will stop providing support for Performance Manager 8.2x on April 30, 2016. Self-Help Support will continue to be available through April 30, 2018. Customers are encouraged to begin reviewing their business requirements for Performance Manager 8.2x. 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 Performance Manager 8.2x 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 Performance Manager 9.2x 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 Performance Manager 8.2x to Performance Manager 9.2x, can I expect the same support pricing compared to Performance Manager 8.2x?

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 update?

Answer Your local HP sales representative or HP software business partner can help you get this information.

Question What educational training packages are available for the Performance Manager 9.2x?

Answer Your local Software Education specialist can help understand what training packages are available for you. Please email your local contact for more information.

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For more information

For more information on Performance Manager 9.2x and HP Software services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:

hp.com/go/software

hp.com/go/hpsoftwaresupport/

hp.com/go/hpsoftwaresupport/support-lifecycle

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