# Hewlett Packard Enterprise

# HP IT Executive Scorecard 9.4x & 9.5x

## End of Sale Announcement

### Frequently Asked Questions

On December 1, 2015, Hewlett Packard Enterprise announced the End of Sale for HP IT Executive Scorecard 9.4x & 9.5x. The End of Committed Support and End of Extended Support dates were previously communicated via Software Support Online.

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

**PRODUCT RELATED QUESTIONS**

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| **Question** | When is HPE discontinuing sales for HP IT Executive Scorecard 9.4x & 9.5x? |
| **Answer** | Effective December 1 2015, HPE is announcing the End of Sale of HP IT Executive Scorecard 9.4x & 9.5x. |
| **Question** | Why is HPE discontinuing sales for HP IT Executive Scorecard 9.4x & 9.5x? |
| **Answer** | HP IT Executive Scorecard 9.4x & 9.5x includes Business Objects from SAP. HPE's agreement with SAP to distribute Business Objects has been terminated and so, we can no longer distribute the product media that contains Business Objects beyond December 20, 2015. This is why HPE is discontinuing the sale for HP IT Executive Scorecard 9.4x & 9.5x |
| **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 download HP IT Executive Scorecard 9.4x & 9.5x media? |
| **Answer** | As of December 20, 2015, HPE will remove the HP IT Executive Scorecard 9.4x & 9.5x and any prior version's media affected by this, from our download portals. If you need a copy of the HP IT Executive Scorecard 9.4x & 9.5x or prior version's media, please ensure that you download that prior to December 20, 2015. |
| **Question** | Can I still purchase additional licenses for HP IT Executive Scorecard 9.4x & 9.5x? If yes, how? |
| **Answer** | You can continue to buy additional licenses for HP IT Executive Scorecard 9.4x & 9.5x until further notice. |
| **Question** | Do I need to request new license keys when updating to HP IT Business Analytics 10.0x? |
| **Answer** | No, you don't need new license keys for HP IT Business Analytics 10.0x |

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| **Question** | What version of HP IT Business Analytics is currently available and what update plans do you have for the product, if any? |
| **Answer** | The latest version is 10.0x. Please check hp.com/go/software or otherwise check with your local HPE sales representative or HPE 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:<br>Contact your local HPE sales representative or your local HPE business partner:<br>hpe.com/software/home<br>Web Self Solve:<br>hpe.com/software/support<br>HPE Technical Support:<br>hpe.com/software/support (click on Support Contact & Community ➔ Contact Us ➔ Phone) |
| **Question** | What are the software requirements to update from HP IT Executive Scorecard version 9.4x or prior, to HP IT Business Analytics 10.0x? |
| **Answer** | If you are updating from 9.4x or prior versions of HP IT Executive Scorecard, you will need to first install HP IT Executive Scorecard 9.5x before updating to HP IT Business Analytics 10.0x. So, please ensure you download and retain a copy of the HP IT Executive Scorecard 9.5x media prior to December 20, 2015. Beyond that date, this media will not be available for download. |
| **Question** | What are the hardware requirements to update to HP IT Business Analytics 10.0x? |
| **Answer** | Hardware requirements will vary depending on your operating system, please review the appropriate System Requirements and Compatibility Matrix document or contact your local HPE sales representative or HPE business partner for further assistance. |
| **Question** | Where can I find update information for HP IT Executive Scorecard 9.4x & 9.5x? |
| **Answer** | Your local HPE sales representative or HPE business partner can help you get this information. |
| **Question** | I plan to update my HP IT Executive Scorecard 9.4x & 9.5x environment using in-house technical resources. Where do I get all the required software? |
| **Answer** | All HP IT Executive Scorecard 9.4x & 9.5x support customers can download HP IT Business Analytics 10.0x media via 'My Updates'. |
| **Question** | What is the concurrent support time period? |
| **Answer** | There will be 6 months of concurrent support for updating to HP IT Business Analytics 10.0x. |

## SUPPORT CONTRACT RELATED QUESTIONS

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| **Question** | What is the End of Committed Support date? |
| **Answer** | The End of Committed Support date for HP IT Executive Scorecard 9.4x & 9.5x are June 30, 2016 and June 30, 2017. These dates were announced on Software Support Online on August 1, 2013 for HP IT Executive Scorecard 9.4x and on July 14, 2014 for HP IT Executive Scorecard 9.5x. As of the End of Committed Support date, customer support activities for this version will cease, this includes:<br>• Security Rule updates<br>• Product updates |

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| **Question** | What is the End of Extended Support date? |
| **Answer** | The End of Extended Support date for HP IT Executive Scorecard 9.4x & 9.5x are June 30, 2018 and June 30, 2019.. These dates were announced on **Software Support Online** on August 1, 2013 for HP IT Executive Scorecard 9.4x and on July 14, 2014 for HP IT Executive Scorecard 9.5x. During the 2 year Extended Support period, you have access to existing patches, fixes and telephone support. |
| **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** | You have the option to continue using HP IT Executive Scorecard 9.4x & 9.5x. HPE will stop providing committed support for HP IT Executive Scorecard 9.4x & 9.5x on June 30, 2016 and June 30, 2017. Extended Support will continue to be available through June 30, 2018 and June 30, 2019. Self-Help Support with Rights to New Versions support will continue to be available through June 30, 2022 and June 30, 2023. You are encouraged to begin reviewing your business requirements for HP IT Executive Scorecard 9.4x & 9.5x .You are also encouraged to contact your local HPE sales representative or HPE 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 IT Executive Scorecard for which no defect fixing is done anymore, can I pay for a fix to be implemented on my request? |
| **Answer** | HPE 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 HPE to inform you about the availability of HP IT Business Analytics 10.0x for support customers, what license(s) you were entitled to under your support contract and how to sign up for it. Your local HPE sales and support representatives or your HPE business partner can help provide information and assistance to enable your update to be easy and successful. |
| **Question** | When I update from HP IT Executive Scorecard 9.4x & 9.5x to HP IT Business Analytics 10.0x, 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 I update from HP IT Executive Scorecard 9.4x & 9.5x to HP IT Business Analytics 10.0x, can I expect the same support pricing compared to HP IT Executive Scorecard 9.4x & 9.5x? |
| **Answer** | Not necessarily. Each product support price is determined independently. Please work with your HPE representative to know the difference in support pricing, if any. |
| **Question** | What migration services are available to help me update? |
| **Answer** | Your local HPE sales representative or HPE business partner can help you get this information. |
| **Question** | What educational/training packages are available for the HP IT Business Analytics 10.0x? |
| **Answer** | Your local HPE education specialist can help understand what training packages are available for you. Please email your local contact for more information :>><br><br>Americas – **HPE Education AMS**<br>Asia Pacific – **HPE Education AP**<br>Japan – **HPE Education Japan**<br>Europe, Middle East and Africa – **HPE Education EMEA** |

For more information on HP IT Business Analytics 10.0x and HPE services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:

[hpe.com/software/home](hpe.com/software/home)

[hpe.com/software/support](hpe.com/software/support)

[hpe.com/software/support-lifecycle](hpe.com/software/support-lifecycle)

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