



**Hewlett Packard
Enterprise**

HP Service Health Reporter 9.2x, 9.3x & 9.4x

End of Sale Announcement

Frequently Asked Questions

On December 01, 2015, Hewlett Packard Enterprise announced the End of Sale for HP Service Health Reporter 9.2x, 9.3x & 9.4x (SHR 9.x) and associated migration to HPE Operation Bridge Reporter 10.0x (OBR 10.0x). HPE Operations Bridge Reporter is the new name for HP Service Health Reporter. 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

Question	<i>When is HPE discontinuing sales for SHR 9.x?</i>
Answer	<i>Effective December 1, 2015, HPE is announcing the End of Sale of SHR 9.x.</i>
Question	<i>Why is HPE discontinuing sales for SHR 9.x?</i>
Answer	<i>SHR 9.x includes a version of Business Objects from SAP. HPE's agreement with SAP to distribute this version of Business Objects has been terminated and so, we can no longer distribute the product media that contains this version of Business Objects beyond December 20, 2015. This is why HPE is discontinuing the sale for SHR 9.x.</i>
Question	<i>What product numbers are affected by this obsolescence?</i>
Answer	<i>Please refer to Appendix B in the customer letter for the list of affected product numbers.</i>
Question	<i>When is the last date I can download SHR 9.x media ?</i>
Answer	<i>As of December 20, 2015, HPE will remove the SHR 9.x and any prior version's media affected by this, from our download portals. If you need a copy of the SHR 9.x or prior version's media, please ensure that you download that prior to December 20, 2015.</i>
Question	<i>Can I still purchase additional licenses for SHR 9.x? If yes, how?</i>
Answer	<i>Yes, you can continue to buy additional licenses for SHR 9.x until further notice.</i>
Question	<i>Do I need to request new license keys when updating to OBR 10.0x?</i>
Answer	<i>OBR 10.0x will be made available later in December. No, you don't need new license keys for OBR 10.0x.</i>
Question	<i>What version of OBR is currently available and what update plans do you have for the product, if any?</i>

Answer	We will have version 10.0x of OBR available later in December 2015. 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	<p>You have several options available to you:</p> <p>Contact your local HPE sales representative or your local HPE business partner:</p> <p>hpe.com/software/home</p> <p>Web Self Solve:</p> <p>hpe.com/software/support</p> <p>HPE Technical Support:</p> <p>hpe.com/software/support (click on Support Contact & Community → Contact Us → Phone)</p>
Question	What are the hardware requirements to update to OBR 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 SHR 9.x?
Answer	Your local HPE sales representative or HPE business partner can help you get this information.
Question	I plan to update my SHR 9.x environment using in-house technical resources. Where do I get all the required software?
Answer	All SHR 9.x support customers can download OBR 10.0x media via 'My Updates'. OBR 10.0x will be made available later in December 2015.
Question	What is the concurrent support time period?
Answer	There will be 6 months of concurrent support for updating to OBR 10.0x.

SUPPORT CONTRACT RELATED QUESTIONS

Question	What is the End of Committed Support date?
Answer	<p>The End of Committed Support date for:</p> <p>SHR 9.2x is November 30, 2016</p> <p>This date was announced on Software Support Online on December 01, 2012</p> <p>SHR 9.3x is September 30, 2017</p> <p>This date was announced on Software Support Online on October 01, 2013</p> <p>SHR 9.4x is January 31, 2019</p> <p>This date was announced on Software Support Online on February 03, 2015.</p> <p>As of the End of Committed Support date, customer support activities for this version will cease, this includes:</p> <ul style="list-style-type: none"> • Security Rule updates • Product updates
Question	What is the End of Extended Support date?
Answer	<p>The End of Extended Support date for</p> <p>SHR 9.2x is November 30, 2018</p> <p>This date was announced on Software Support Online on December 01, 2012</p>

SHR 9.3x is September 30, 2019

This date was announced on [Software Support Online](#) on October 01, 2013

SHR 9.4x is January 31, 2021

This date was announced on [Software Support Online](#) on February 03, 2015

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	<p>You have the option to continue using SHR 9.x.</p> <p>HPE will stop providing committed support for</p> <ul style="list-style-type: none">- SHR 9.2x on November 30, 2016- SHR 9.3x on September 30, 2017- SHR 9.4x on January 31, 2019 <p>Extended Support will continue to be available for</p> <ul style="list-style-type: none">- SHR 9.2x through November 30, 2018- SHR 9.3x through September 30, 2019- SHR 9.4x through January 31, 2021 <p>Self-Help Support with Rights to New Versions support will continue to be available for</p> <ul style="list-style-type: none">- SHR 9.2x through November 30, 2022- SHR 9.3x through September 30, 2023- SHR 9.4x through January 31, 2025 <p>You are encouraged to begin reviewing your business requirements for SHR 9.x. 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.</p>
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 SHR 9.x 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	Later in December 2015, you will receive a letter or electronic notification from HPE to inform you about the availability of OBR 10.0x for support customers, what license(s) you are 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 SHR 9.x to OBR 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. OBR 10.0x will be made available later in December 2015.
Question	When I update from SHR 9.x to OBR 10.0x, can I expect the same support pricing compared to SHR 9.x?
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 OBR 10.0x?
Answer	<p>Your local HPE education specialist can help understand what training packages are available for you. Please email your local contact for more information .</p> <p>Americas - HPE Education AMS</p> <p>Asia Pacific - HPE Education AP</p> <p>Japan - HPE Education Japan</p> <p>Europe, Middle East and Africa - HPE Education EMEA</p>

For more information on HP IT Service Management Enterprise Suite 2015.12 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/support

hpe.com/software/support-lifecycle

