



# HP Storage Essentials 9.7x

## End of Sale Announcement

### Frequently Asked Questions

On December 1, 2015, Hewlett Packard Enterprise announced the End of Sale for HP Storage Essentials 9.7x. 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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<b>Question</b>	When is HPE discontinuing sales for HP Storage Essentials 9.7x?
<b>Answer</b>	Effective December 1, 2015, HPE is announcing the End of Sale of HP Storage Essentials 9.7x.
<b>Question</b>	Why is HPE discontinuing sales for HP Storage Essentials 9.7x?
<b>Answer</b>	HP Storage Essentials 9.7x 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 HP Storage Essentials 9.7x.
<b>Question</b>	What product numbers are affected by this obsolescence?
<b>Answer</b>	Please refer to Appendix B in the customer letter for the list of affected product numbers.
<b>Question</b>	When is the last date I can download HP Storage Essentials 9.7x media ?
<b>Answer</b>	As of December 20, 2015, HPE will remove HP Storage Essentials 9.7x and any prior version's media affected by this, from our download portals. If you need a copy of HP Storage Essentials 9.7x or prior version's media, please ensure that you download that prior to December 20, 2015.
<b>Question</b>	Can I still purchase additional licenses for HP Storage Essentials 9.7x? If yes, how?
<b>Answer</b>	You can continue to buy additional licenses for HP Storage Essentials 9.7x until further notice.
<b>Question</b>	Do I need to request new license keys when updating to HP Storage Operations Manager 10.1x ?
<b>Answer</b>	Yes, you need new license keys for HP Storage Operations Manager 10.1x.

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HP Storage Operations Manager is a new product and it replaces HP Storage Essentials. HP Storage Operations Manager has two editions, Premium and Ultimate Performance. Depending on the HP Storage Essentials licenses you own, you get either Premium or Ultimate Performance edition of HP Storage Operations Manager.

HP Storage Operations Manager 10.1x will be made available in January 2016.

Your support contract needs to be updated prior to getting new license keys. Once your support contract has been updated, you will receive an Entitlement Order Number (EON) that you will use to obtain the license keys (and the media) for HP Storage Operations Manager 10.1x from the [My Updates](#) portal.

For Enterprise License Agreement (ELA) customers, please use Software Activation Website (SAW) to request HP Storage Operations Manager 10.1x license keys.

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

**Answer** We will have HP Storage Operations Manager 10.1x available in January 2016. Please check [hp.com/go/software](http://hp.com/go/software) or otherwise check with your local HPE sales representative or HPE business partner for the latest information.

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**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 HPE sales representative or your local HPE business partner:  
[hpe.com/software/home](http://hpe.com/software/home)  
Web Self Solve:  
[hpe.com/software/support](http://hpe.com/software/support)  
HPE Technical Support:  
[hpe.com/software/support](http://hpe.com/software/support) (click on Support Contact & Community → Contact Us → Phone)

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**Question** What are the hardware requirements to update to HP Storage Operations Manager 10.1x?

**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.

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**Question** Where can I find update information for HP Storage Essentials 9.7x?

**Answer** Your local HPE sales representative or HPE business partner can help you get this information.

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**Question** I plan to update my HP Storage Essentials 9.7x environment using in-house technical resources. Where do I get all the required software?

**Answer** All HP Storage Essentials 9.7x support customers can download HP Storage Operations Manager 10.1x media via 'My Updates'. HP Storage Operations Manager 10.1x will be made available in January 2016.  
Your support contract needs to be updated prior to getting new license keys for HP Storage Operations Manager 10.1x. Once your support contract has been updated, you will receive an Entitlement Order Number (EON) that you will use to obtain the license keys (and the media) for HP Storage Operations Manager 10.1x from [MyUpdates Portal](#) (or SAW for ELA customers).

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**Question** What is the concurrent support time period?

**Answer** There will be 18 months of concurrent support for updating to HP Storage Operations Manager 10.1x.

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## SUPPORT CONTRACT RELATED QUESTIONS

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**Question** What is the End of Committed Support date?

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<b>Answer</b>	The End of Committed Support date for HP Storage Essentials 9.7x is July 31, 2018. This date was announced on <a href="#">Software Support Online</a> on July 29, 2014. As of the End of Committed Support date, customer support activities for this version will cease, this includes: <ul style="list-style-type: none"> <li>• Security Rule updates</li> <li>• Product updates</li> </ul>
<b>Question</b>	What is the End of Extended Support date?
<b>Answer</b>	The End of Extended Support date for HP Storage Essentials 9.7x is July 31, 2020. This date was announced on <a href="#">Software Support Online</a> on July 29, 2014. During the 2 year Extended Support period, you have access to existing patches, fixes and telephone support.
<b>Question</b>	Are there any other key dates I need to be aware of?
<b>Answer</b>	Please see customer letter, page 1, for key dates.
<b>Question</b>	What are my discontinuance options?
<b>Answer</b>	You have the option to continue using HP Storage Essentials 9.7x. HPE will stop providing committed support for HP Storage Essentials 9.7x on July 31, 2018. Extended Support will continue to be available through July 31, 2020. Self-Help Support with Rights to New Versions support will continue to be available through July 31, 2024. You are encouraged to begin reviewing your business requirements for HP Storage Essentials 9.7x. 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.
<b>Question</b>	Can I get a support contract for technical support only, without having to pay for updates?
<b>Answer</b>	No, support contracts include both technical support and software updates.
<b>Question</b>	Should there be a defect with a version of HP Storage Essentials for which no defect fixing is done anymore, can I pay for a fix to be implemented on my request?
<b>Answer</b>	HPE may choose to offer defect fixes at a premium price, depending on available resources.
<b>Question</b>	If I am on a support contract, what will I be entitled to?
<b>Answer</b>	In January 2016, you will receive a letter or electronic notification from HPE to inform you about the availability of HP Storage Operations Manager 10.1x 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.
<b>Question</b>	When I update from HP Storage Essentials 9.7x to HP Storage Operations Manager 10.1x, can I continue my existing support contracts?
<b>Answer</b>	Your support contract needs to be updated with HP Storage Operations Manager 10.1x. Please contact your local HPE sales representative or HPE business partner to initiate a contract update. Once your support contract has been updated, you will receive an Entitlement Order Number (EON) that you will use to obtain the license keys (and the media) for HP Storage Operations Manager 10.1x from <a href="#">MyUpdates Portal</a> (or SAW for ELA customers). HP Storage Operations Manager 10.1x will be made available in January 2016.
<b>Question</b>	When I update from HP Storage Essentials 9.7x to HP Storage Operations Manager 10.1x, can I expect the same support pricing compared to HP Storage Essentials 9.7x?
<b>Answer</b>	Not necessarily. Each product support price is determined independently. Please work with your HPE representative to know the difference in support pricing, if any.
<b>Question</b>	What migration services are available to help me update?
<b>Answer</b>	Your local HPE sales representative or HPE business partner can help you get this information.
<b>Question</b>	What educational/training packages are available for the HP IT Storage Operations Manager 10.1x?

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**Answer**

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

Americas - [HPE Education AMS](#)

Asia Pacific - [HPE Education AP](#)

Japan - [HPE Education Japan](#)

Europe, Middle East and Africa - [HPE Education EMEA](#)

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For more information on HP Storage Operations Manager 10.1x and HPE services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:

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

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

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

