



HP IT Service Management Enterprise Suite 2015.05

End of Sale and Product Discontinuance Announcement

Frequently Asked Questions

On December 7, 2015, Hewlett Packard Enterprise announced the End of Sale and product discontinuance for HP IT Service Management Enterprise Suite 2015.05.

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

PRODUCT RELATED QUESTIONS

Question	When is HPE discontinuing sales for HP IT Service Management Enterprise Suite 2015.05?
Answer	Effective December 7, 2015, HPE is announcing the End of Sale and product discontinuance of HP IT Service Management Enterprise Suite 2015.05.
Question	Why is HPE discontinuing sales for HP IT Service Management Enterprise Suite 2015.05?
Answer	<p>The HP IT Service Management Enterprise Suite 2015.05 includes component products that include 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 IT Service Management Enterprise Suite 2015.05.</p> <p><u>Important note:</u> The individual products of that suite remain available for ordering in their respective most current version and customers will therefore continue to be able to use and avail support for the various products of the suite.</p>
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 Service Management Enterprise Suite 2015.05 media ?

Answer	As of December 20, 2015, HPE will remove the HP IT Service Management Enterprise Suite 2015.05 from our download portals. If you need a copy of the HP IT Service Management Enterprise Suite 2015.05 or prior version's media, please ensure that you download that prior to December 20, 2015.
Question	Can I still purchase additional licenses for the individual components in the HP IT Service Management Enterprise Suite 2015.05?
Answer	You can continue to buy additional licenses for the individual components in the HP IT Service Management Enterprise Suite 2015.05 until further notice.
Question	Are any of the products included in the suite affected?
Answer	The individual products in the suite will continue to be available for purchase and support. Please refer to hpe.com/software/home .
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 Web Self Solve: hpe.com/software/support HPE Technical Support: hpe.com/software/support (click on Support Contact & Community → Contact Us → Phone)

SUPPORT CONTRACT RELATED QUESTIONS

Question	What is the End of Support date?
Answer	The End of Support date for HP IT Service Management Enterprise Suite 2015.05 is May 31, 2020. As of this date, customer support activities for this version will cease, this includes: <ul style="list-style-type: none"> • 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	You have the option to continue using HP IT Service Management Enterprise Suite 2015.05. HPE will stop providing support for HP IT Service Management Enterprise Suite 2015.05 on May 31, 2020.
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 Service Management Enterprise Suite 2015.05 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.

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

