



HP Adoption Readiness Tool 4.4x

Discontinuance Announcement

Frequently Asked Questions

On February 01, 2016, HPE announced the End of Sale date and End of Support dates for HP Adoption Readiness Tool 4.4x.

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

PRODUCT RELATED QUESTIONS

Question	When is HPE discontinuing HP Adoption Readiness Tool 4.4x??
Answer	Effective February 01, 2016, HPE is announcing the discontinuance of HP Adoption Readiness Tool 4.4x. Current customers may continue to purchase additional licenses of HP Adoption Readiness Tool 4.4x until April 01, 2016. As of this date, the product will be removed from HPE's Corporate Price List and will no longer be orderable.
Question	Why is HPE discontinuing sales for HP Adoption Readiness Tool 4.4x?
Answer	Effective with the new release of HP Adoption Readiness Tool 5.2x, HPE is announcing the obsolescence of the older versions of HP Adoption Readiness Tool. This is in accordance with our Release & Support Policy. Definitions of terms are documented in the product version obsolescence guidelines .
Question	What product numbers are affected by this discontinuance?
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 HP Adoption Readiness Tool 4.4x?
Answer	HP Adoption Readiness Tool 4.4x will continue to be available for purchase to current support customers through April 01, 2016. As of that date, you will no longer be able to purchase additional licenses of the product version.
Question	Can I still purchase additional licenses for HP Adoption Readiness Tool 4.4x? 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 HP Adoption Readiness Tool 5.2x?
Answer	Yes, you have to request new license keys for HP Adoption Readiness Tool 5.2x. Please visit the My Updates portal at hpe.com/software/updates . Yes, you need new license keys for HP Adoption Readiness Tool 5.2x.

	For Enterprise License Agreement (ELA) customers, use Software Activation Website (SAW) to request HP Adoption Readiness Tool 5.2x license keys.
Question	What version of HP Adoption Readiness Tool is currently available and what update plans do you have for the product, if any?
Answer	The latest version is 5.2x. Please check hpe.com/software/home 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: 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)
Question	What are the hardware requirements to update to HP Adoption Readiness Tool 5.2x?
Answer	Hardware requirements will vary depending on your operating system, please review the appropriate System Requirements and Compatibility Matrix document or contact your local HPE sales representative or HPE business partner for further assistance.
Question	Where can I find update information for HP Adoption Readiness Tool 4.4x?
Answer	Your local HPE sales representative or HPE business partner can help you get this information.
Question	I plan to update my HP Adoption Readiness Tool 4.4x environment using in-house technical resources. Where do I get all the required software?
Answer	All HP Adoption Readiness Tool 4.4x support customers can download HP Adoption Readiness Tool 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 Adoption Readiness Tool 5.2x.

SUPPORT CONTRACT RELATED QUESTIONS

Question	What is the End of Support date?
Answer	The End of Support date for HP Adoption Readiness Tool 4.4x is September 30, 2016. As of this date all customer support activities for this version will cease, this includes: <ul style="list-style-type: none"> • Security Rule updates • Product updates • 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 Adoption Readiness Tool 4.4x. HPE will stop providing support for HP Adoption Readiness Tool 4.4x on September 30, 2016 Self-Help Support support will continue to be available through September 30, 2018. You are encouraged to begin reviewing your business requirements for HP Adoption Readiness Tool 4.4x. 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 Adoption Readiness Tool 4.4x 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 Adoption Readiness Tool 5.2x 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 Adoption Readiness Tool 4.4x to HP Adoption Readiness Tool 5.2x, can I continue my existing support contracts until they expire?
Answer	Yes, but your support contracts need to be updated as well. Please contact your local HPE contract administration representative or HPE services integrator (SVI) partner to get your support contract updated accordingly. Yes, your support contract will be updated automatically at the next renewal time.
Question	When I update from HP Adoption Readiness Tool 4.4x to HP Adoption Readiness Tool 5.2x, can I expect the same support pricing compared to HP Adoption Readiness Tool 4.4x?
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 Adoption Readiness Tool 5.2x?
Answer	Your local HPE education specialist can help understand what training packages are available for you. Please email your local contact for more information : ITOM Americas - HPE Education AMS Asia Pacific - HPE Education AP Japan - HPE Education Japan Europe, Middle East and Africa - HPE Education EMEA

For more information on HP Adoption Readiness Tool 5.2x 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