



HP Service Intelligence Suite 2012.03 & 2012.12

End of Sale Announcement

Frequently Asked Questions

On March 1, 2016, Hewlett Packard Enterprise announced the End of Sale for HP Service Intelligence Suite 2012.03 & 2012.12. The End of Committed Support and End of Extended Support dates were previously communicated via Software Support Online.

The suite will be separated into its individual components, please see below the plan forward for the components.

HP Service Intelligence Suite 2012.03 contains:

- HP Service Health Reporter 9.1x
- HP Service Health Analyzer 9.1x
- HP Service Health Optimizer 9.1x

HP Service Intelligence Suite 2012.12 contains:

- HP Service Health Reporter 9.2x
- HP Service Health Analyzer 9.2x
- HP Service Health Optimizer 9.2x

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

PRODUCT RELATED QUESTIONS

Question	When is HPE discontinuing sales for HP Service Intelligence Suite 2012.03 & 2012.12?
Answer	Effective February 23, 2016, HPE is announcing the End of Sale of HP Service Intelligence Suite 2012.03 & 2012.12. Current customers may continue to purchase additional licenses of HP Service Intelligence Suite 2012.03 & 2012.12

until March 31, 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 Service Intelligence Suite 2012.03 & 2012.12?

Answer HP Service Intelligence Suite 2012.03 & 2012.12 will reach End of Committed Support in the near future. For this reason, HPE is discontinuing the sales of HP Service Intelligence Suite 2012.03 & 2012.12.

The suite will be separated into its individual components, please see below the plan forward for the components. 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 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 order HP Service Intelligence Suite 2012.03 & 2012.12?

Answer HP Service Intelligence Suite 2012.03 & 2012.12 will continue to be available for purchase to current support customers through March 31, 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 Service Intelligence Suite 2012.03 & 2012.12? If yes, how?

Answer Additional licenses for the HP Service Intelligence Suite may not be purchased for versions that are discontinued and past their end of sale date.

You can continue to purchase licenses for the component products in the suite.

Question What component products are in the suite and what are the replacement products?

Answer The component products are:

HP Service Health Reporter: All HP Service Intelligence Suite customers with an active support contract are entitled to update HP Service Health Reporter to HPE Operations Bridge Reporter 10.0x. HPE Operations Bridge Reporter is the new name for HP Service Health Reporter. More detailed information is available at <https://softwaresupport.hp.com/web/softwaresupport/document/-/facetsearch/document/KM01989582>

HP Service Health Analyzer: All HP Service Intelligence Suite customers with an active support contract are entitled to update HP Service Health Analyzer to the latest version of HP Service Health Analyzer, 9.2x. More detailed information is available at <https://softwaresupport.hp.com/web/softwaresupport/document/-/facetsearch/document/KM01701522>

HP Service Health Optimizer: This product is obsolete. All HP Service Intelligence Suite customers with an active support contract are eligible to migrate Service Health Optimizer to HPE Cloud Optimizer 3.0x. HPE Cloud Optimizer is the new name of HP Virtualization Performance Viewer. More detailed information is available at <https://softwaresupport.hp.com/web/softwaresupport/document/-/facetsearch/document/KM01034117>

Question Do I need to request new license keys when updating or migrating to the replacement product / version of the component products?

Answer **HP Service Health Reporter:** No, you don't need new license keys for HPE Operations Bridge Reporter 10.0x.
HP Service Health Analyzer: No, you don't need new license keys for HP Service Health Analyzer 9.2x.
HP Service Health Optimizer: Yes, you have to request new license keys for HPE Cloud Optimizer 3.0x. As a pre-requisite, your support contract needs to be updated. Please contact your local HPE sales representative or HPE business partner to initiate a support contract update. Please visit the My Updates portal at hpe.com/software/updates for new license keys.

For Enterprise License Agreement (ELA) customers, use Software Activation Website (SAW) to request HPE Cloud Optimizer 3.0x license keys.

Question	What version of the component products in the suite is currently available and what update plans do you have for the product, if any?
Answer	<p>The latest version of HP Service Health Reporter is HPE Operations Bridge Reporter 10.0x. HPE Operations Bridge Reporter is the new name for HP Service Health Reporter.</p> <p>The latest version of HP Service Health Analyzer is 9.2x.</p> <p>The latest version of Service Health Optimizer is HPE Cloud Optimizer 3.0x. HPE Cloud Optimizer is the new name of HP Virtualization Performance Viewer.</p> <p>Please check hp.com/go/software or otherwise check with your local HPE sales representative or HPE business partner for the latest information.</p>
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	<p>What are the hardware requirements to update:</p> <ul style="list-style-type: none"> • HP Service Health Reporter to HPE Operations Bridge Reporter 10.0x? • HP Service Health Analyzer to version 9.2x? • HP Service Health Optimizer to HPE Cloud Optimizer 3.0x?
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 Service Health Reporter, HP Service Health Analyzer and HP Service Health Optimizer?
Answer	Your local HPE sales representative or HPE business partner can help you get this information.
Question	I plan to update my HP Service Intelligence Suite 2012.03 & 2012.12 environment using in-house technical resources. Where do I get all the required software?
Answer	All HP Service Intelligence Suite 2012.03 & 2012.12 support customers can download HPE Operations Bridge Reporter 10.0x, HP Service Health Analyzer 9.2x and HPE Cloud Optimizer 3.0x media via 'My Updates' .
Question	What is the concurrent support time period?
Answer	<p>There will be 6 months of concurrent support for updating from HP Service Health Reporter to HPE Operations Bridge Reporter 10.0x.</p> <p>There will be 6 months of concurrent support for updating from HP Service Health Analyzer to HPE Service Health Analyzer 9.2x.</p> <p>For a migration from HP Service Health Optimizer to HPE Cloud Optimizer 3.0x, concurrent support is not applicable.</p>

SUPPORT CONTRACT RELATED QUESTIONS

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

Answer	<p>The End of Committed Support date for HP Service Intelligence Suite 2012.03 is March 31, 2016. This date was announced on Software Support Online on March 1, 2012.</p> <p>The End of Committed Support date for HP Service Intelligence Suite 2012.12 is December 31, 2016. This date was announced on Software Support Online on December 12, 2012.</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 HP Service Intelligence Suite 2012.03 is March 31, 2018. This date was announced on Software Support Online on March 1, 2012</p> <p>The End of Extended Support date for HP Service Intelligence Suite 2012.03 & 2012.12 is December 31, 2018. This date was announced on Software Support Online on December 12, 2012.</p> <p>During the 2 year Extended Support period, you have access to existing patches, fixes and telephone support.</p>
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>HP Service Health Reporter: All HP Service Intelligence Suite customers with an active support contract are entitled to update HP Service Health Reporter to HPE Operations Bridge Reporter 10.0x. HPE Operations Bridge Reporter is the new name for HP Service Health Reporter. More detailed information is available at https://softwaresupport.hp.com/web/softwaresupport/document/-/facetsearch/document/KM01989582</p> <p>HP Service Health Analyzer: All HP Service Intelligence Suite customers with an active support contract are entitled to update HP Service Health Analyzer to the latest version of HP Service Health Analyzer, 9.2x. More detailed information is available at https://softwaresupport.hp.com/web/softwaresupport/document/-/facetsearch/document/KM01701522</p> <p>HP Service Health Optimizer: This product is obsolete. All HP Service Intelligence Suite customers with an active support contract are eligible to migrate Service Health Optimizer to HPE Cloud Optimizer 3.0x. HPE Cloud Optimizer is the new name of HP Virtualization Performance Viewer. More detailed information is available at https://softwaresupport.hp.com/web/softwaresupport/document/-/facetsearch/document/KM01034117</p> <p>You are encouraged to begin reviewing your business requirements for HP Service Intelligence Suite 2012.03 & 2012.12. 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	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 HPE Operations Bridge Reporter 10.0x, HP Service Health Analyzer 9.2x and HPE Cloud Optimizer 3.0x 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 the component products to HPE Operations Bridge Reporter 10.0x, HP Service Health Analyzer 9.2x and HPE Cloud Optimizer 3.0x, 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 update from the component products to HPE Operations Bridge Reporter 10.0x, HP Service Health Analyzer 9.2x and HPE Cloud Optimizer 3.0x,, can I expect the same support pricing compared to HP Service Intelligence Suite 2012.03 & 2012.12?
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 HPE Operations Bridge Reporter 10.0x, HP Service Health Analyzer 9.2x and HPE Cloud Optimizer 3.0x?
Answer	If not a Tier 3 program, keep this text: Your local HPE education specialist can help understand what training packages are available for you. Please email your local contact for more information :
	<p>ITOM / ADM / ITM Education / ART</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 HPE Operations Bridge Reporter 10.0x, HP Service Health Analyzer 9.2x and HPE Cloud Optimizer 3.0x 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/support

hpe.com/software/support-lifecycle

