



**Hewlett Packard  
Enterprise**

# **HP Universal CMDB 10.0x HP UCMDB Configuration Manager 10.0x HP Universal Discovery 10.0x**

## **End of Sale Announcement**

### **Frequently Asked Questions**

On May 1 2016, Hewlett Packard Enterprise announced the End of Sale for HP Universal CMDB (UCMDB) 10.0x, HP UCMDB Configuration Manager (UCMDB-CM) 10.0x & HP Universal Discovery (UD) 10.0x. 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**

<b>Question</b>	When is HPE discontinuing sales for HP UCMDB 10.0x, HP UCMDB-CM 10.0x & HP UD 10.0x?
<b>Answer</b>	Effective May 1, 2016, HPE is announcing the End of Sale of HP UCMDB 10.0x, HP UCMDB-CM 10.0x & HP UD 10.0x. Current Customers may continue to purchase additional licenses of HP UCMDB 10.0x, HP UCMDB-CM 10.0x & HP UD 10.0x until Jul 1, 2016. As of this date, the product will be removed from HPE's Corporate Price List and will no longer be orderable.
<b>Question</b>	Why is HPE discontinuing sales for HP UCMDB 10.0x, HP UCMDB-CM 10.0x & HP UD 10.0x?
<b>Answer</b>	HP UCMDB 10.0x, HP UCMDB-CM 10.0x & HP UD 10.0x will reach End of Committed Support in the near future. For this reason, HPE is discontinuing the sales of HP UCMDB 10.0x, HP UCMDB-CM 10.0x & HP UD 10.0x. This is in accordance with our Release & Support Policy. Definitions of terms are documented in the <a href="#">product version obsolescence guidelines</a> .
<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 order HP UCMDB 10.0x, HP UCMDB-CM 10.0x & HP UD 10.0x?
<b>Answer</b>	HP UCMDB 10.0x, HP UCMDB-CM 10.0x & HP UD 10.0x will continue to be available for purchase to current support customers through Jul 1, 2016. As of that date, you will no longer be able to purchase additional licenses of the product version.

<b>Question</b>	Can I still purchase additional licenses for HP UCMDB 10.0x, HP UCMDB-CM 10.0x & HP UD 10.0x? If yes, how?
<b>Answer</b>	Additional licenses may not be purchased for versions that are discontinued and past their end of sale date.
<b>Question</b>	Do I need to request new license keys when updating to HP UCMDB 10.2x, HP UCMDB-CM 10.2x & HP UD 10.2x?
<b>Answer</b>	Yes, you have to request new license keys for HP UCMDB 10.2x, HP UCMDB-CM 10.2x & HP UD 10.2x. Please visit the My Updates portal at <a href="http://hpe.com/software/updates">hpe.com/software/updates</a> . For Enterprise License Agreement (ELA) customers, use Software Activation Website (SAW) to request HP UCMDB 10.2x, HP UCMDB-CM 10.2x & HP UD 10.2x license keys.
<b>Question</b>	What version of HP UCMD, HP UCMDB-CM & HP UD is currently available and what update plans do you have for the product, if any?
<b>Answer</b>	The latest version is 10.2x. Please check <a href="http://hp.com/go/software">hp.com/go/software</a> or otherwise check with your local HPE sales representative or HPE business partner for the latest information.
<b>Question</b>	Who can I contact if I have more questions with regards to this product discontinuance?
<b>Answer</b>	You have several options available to you: Contact your local HPE sales representative or your local HPE business partner: <a href="http://hpe.com/software/home">hpe.com/software/home</a> Web Self Solve: <a href="http://hpe.com/software/support">hpe.com/software/support</a> HPE Technical Support: <a href="http://hpe.com/software/support">hpe.com/software/support</a> (click on Support Contact & Community → Contact Us → Phone)
<b>Question</b>	What are the hardware requirements to update to HP UCMDB 10.2x, HP UCMDB-CM 10.2x & HP UD 10.2x?
<b>Answer</b>	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.
<b>Question</b>	Where can I find update information for HP UCMDB 10.0x, HP UCMDB-CM 10.0x & HP UD 10.0x?
<b>Answer</b>	Your local HPE sales representative or HPE business partner can help you get this information.
<b>Question</b>	I plan to update my HP UCMDB 10.0x, HP UCMDB-CM 10.0x & HP UD 10.0x environment using in-house technical resources. Where do I get all the required software?
<b>Answer</b>	All HP UCMDB 10.0x, HP UCMDB-CM 10.0x & HP UD 10.0x support customers can download HP UCMDB 10.2x, HP UCMDB-CM 10.2x & HP UD 10.2x media via 'My Updates'.
<b>Question</b>	What is the concurrent support time period?
<b>Answer</b>	There will be 6 months of concurrent support for updating to HP UCMDB 10.2x, HP UCMDB-CM 10.2x & HP UD 10.2x.

## SUPPORT CONTRACT RELATED QUESTIONS

<b>Question</b>	What is the End of Committed Support date?
<b>Answer</b>	The End of Committed Support date for HP UCMDB 10.0x, HP UCMDB-CM 10.0x & HP UD 10.0x is Sep 30, 2016. This date was announced on <a href="#">Software Support Online</a> on Jul 24, 2012. 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 UCMDB 10.0x, HP UCMDB-CM 10.0x & HP UD 10.0x is Sep 30, 2018. This date was announced on <a href="#">Software Support Online</a> on Jul 24, 2012. 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 UCMDB 10.0x, HP UCMDB-CM 10.0x & HP UD 10.0x. HPE will stop providing committed support for HP UCMDB 10.0x, HP UCMDB-CM 10.0x & HP UD 10.0x on Sep 30, 2016. Extended Support will continue to be available through Sep 30, 2018. Self-Help Support with Rights to New Versions support will continue to be available through Sep 30, 2022. You are encouraged to begin reviewing your business requirements for HP UCMDB 10.0x, HP UCMDB-CM 10.0x & HP UD 10.0x. 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 UCMDB, HP UCMDB-CM & HP UD 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>	You should have received a letter or electronic notification from HPE to inform you about the availability of HP UCMDB 10.2x, HP UCMDB-CM 10.2x & HP UD 10.2x 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.
<b>Question</b>	When I update from HP UCMDB 10.0x, HP UCMDB-CM 10.0x & HP UD 10.0x to HP UCMDB 10.2x, HP UCMDB-CM 10.2x & HP UD 10.2x, can I continue my existing support contracts until they expire?
<b>Answer</b>	Yes, your support contract will be updated automatically at the next renewal time.
<b>Question</b>	When I update from HP UCMDB 10.0x, HP UCMDB-CM 10.0x & HP UD 10.0x to HP UCMDB 10.2x, HP UCMDB-CM 10.2x & HP UD 10.2x, can I expect the same support pricing compared to HP UCMDB 10.0x, HP UCMDB-CM 10.0x & HP UD 10.0x?
<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 UCMDB 10.2x, HP UCMDB-CM 10.2x & HP UD 10.2x?
<b>Answer</b>	Your local HPE education specialist can help understand what training packages are available for you. Please email your local contact for more information : Americas - <a href="#">HPE Education AMS</a> Asia Pacific - <a href="#">HPE Education AP</a> Japan - <a href="#">HPE Education Japan</a> Europe, Middle East and Africa - <a href="#">HPE Education EMEA</a>

For more information on HP UCMDB 10.2x, HP UCMDB-CM 10.2x & HP UD 10.2x 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)

[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)



**Hewlett Packard  
Enterprise**

© Copyright 2015 Hewlett Packard Enterprise Development LP. The information contained herein is subject to change without notice. The only warranties for HPE products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HPE shall not be liable for technical or editorial errors or omissions contained herein.