HP Automated Network Management (ANM) Suite 9.2x

End of Sale Announcement.

Frequently Asked Questions

On May 01, 2016, Hewlett Packard Enterprise announced the End of Sale for ANM Suite 9.2x. The End of Committed Support and End of Extended Support dates were previously communicated via Software Support Online. And associated migration to HP Network Node Manager i (NNM i) Ultimate Edition and HP Network Automation (NA) Ultimate Edition as entitlement.

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

PRODUCT RELATED QUESTIONS

Question	When is HPE discontinuing sales for ANM 9.2x?
Answer	Effective May 01, 2016, HPE is announcing the End of Sale of ANM 9.2x. Current Customers may continue to purchase additional ANM 9.2x until July 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 ANM 9.2x?
Answer	ANM 9.2x will reach End of Committed Support in the near future. For this reason, HPE is discontinuing the sales of ANM 9.2x. 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 ANM 9.2x?
Answer	ANM 9.2x will continue to be available for purchase to current support customers through July 01, 2016. As of that date, you will no longer be able to purchase additional media of the product version.
Question	Can I still purchase additional license for ANM 9.2x? 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 migrating to NNM i Ultimate Edition and NA Ultimate Edition?
Answer	Yes, you have to request new license keys for NNM i Ultimate Edition and NA Ultimate Edition. Please visit the **Software Licenses and Downloads Portal**. For Enterprise License Agreement (ELA) customers, use Software Activation Website (SAW) to request NNM i Ultimate Edition and NA Ultimate Edition license keys.
Question	What version of NNM i Ultimate Edition and NA Ultimate Edition is currently available and what update plans do you have for the product, if any?
Answer	The latest version is 10.1x. Please check **hpe.com/software/anm/** 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 End of Sale and migration to NNM i Ultimate Edition and NA Ultimate Edition?
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 migrate to NNM i Ultimate Edition and NA Ultimate Edition?
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 migration information for NNM i Ultimate Edition and NA Ultimate Edition?
Answer	Your local HPE sales representative or HPE business partner can help you get this information.
Question	I plan to migrate my ANM 9.2x environment using in-house technical resources. Where do I get all the required software?
Answer	All ANM Suite 9.2x support customers can download NNM i Ultimate Edition and NA Ultimate Edition via **Software Licenses and Downloads Portal**.
Question	What is the concurrent support time period?
Answer	There will be 6 months of concurrent support for migrating to NNM i Ultimate Edition and NA Ultimate Edition.

SUPPORT CONTRACT RELATED QUESTIONS

Question	What is the End of Committed Support date?
Answer	The End of Committed Support date for ANM Suite 9.2x is August 31, 2016. This date was announced on **Software Support Online** on October 01, 2012. As of the End of Committed Support date, customer support activities for this version will cease, this includes: • Security updates • Product updates
Question	What is the End of Extended Support date?
Answer	The End of Extended Support date for NNM I 9.2x and NA 9.2x is August 31, 2018. This date was announced on **Software Support Online** on October 01, 2012. During the 2 year Extended Support period, you have access to existing patches, fixes and 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 ANM Suite 9.2x. HPE will stop providing committed support for ANM Suite 9.2x on August 31, 2016. Extended Support will continue to be available through August 31, 2018. Self-Help Support with Rights to New Versions support will continue to be available through August 31, 2022. You are encouraged to begin reviewing your business requirements for ANM Suite 9.2x. 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 ANM Suite 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 NNM i Ultimate Edition and NA Ultimate Edition 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 migrate from ANM 9.2x to NNM i Ultimate Edition and NA Ultimate Edition, 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.
Question	When I migrate from ANM Suite 9.2x to NNM i Ultimate Edition and NA Ultimate Edition, can I expect the same support pricing compared to ANM Suite 9.2x?
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 NNM i Ultimate Edition and NA Ultimate Edition?
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**

For more information on NNM i Ultimate Edition and NA Ultimate Edition 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

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