



# HP Project and Portfolio Management (PPM) 9.2x media

## End of Sale Announcement

### ***Frequently Asked Questions***

On June 01, 2016, Hewlett Packard Enterprise announced the End of Sale for PPM 9.2x media. 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 PPM 9.2x media?
<b>Answer</b>	Effective June 01, 2016, HPE is announcing the End of Sale of PPM 9.2x media. Current Customers may continue to purchase additional media of PPM 9.2x until August 01, 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 PPM 9.2x media?
<b>Answer</b>	PPM 9.2x media will reach End of Committed Support in the near future. For this reason, HPE is discontinuing the sales of PPM 9.2x media. 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 PPM 9.2x media?
<b>Answer</b>	PPM 9.2x media will continue to be available for purchase to current support customers through August 01, 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 PPM 9.2x media? 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 PPM 9.3x?
<b>Answer</b>	Yes, you have to request new license keys for PPM 9.3x. Please visit the <a href="#">Software Licenses and Downloads Portal</a> .

	For Enterprise License Agreement (ELA) customers, use Software Activation Website (SAW) to request PPM 9.3x license keys.
<b>Question</b>	What version of PPM is currently available and what update plans do you have for the product, if any?
<b>Answer</b>	The latest version is 9.3x. 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 PPM 9.3x?
<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. In addition please review to <a href="https://softwaresupport.hpe.com/">https://softwaresupport.hpe.com/</a> Dashboards > Manuals
<b>Question</b>	Where can I find update information for PPM 9.2x?
<b>Answer</b>	Your local HPE sales representative or HPE business partner can help you get this information. In addition please review to <a href="https://softwaresupport.hpe.com/">https://softwaresupport.hpe.com/</a> Dashboards > Manuals
<b>Question</b>	I plan to update my PPM 9.2x environment using in-house technical resources. Where do I get all the required software?
<b>Answer</b>	All PPM 9.2x support customers can download PPM 9.3x media via <a href="#">Software Licenses and Downloads Portal</a> .
<b>Question</b>	What is the concurrent support time period?
<b>Answer</b>	There will be 6 months of concurrent support for updating to PPM 9.3x.

## 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 PPM 9.2x is February 28, 2017. This date was announced on <a href="#">Software Support Online</a> on March 01, 2013. 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 PPM 9.2x is February 28, 2019. This date was announced on <a href="#">Software Support Online</a> on March 01, 2013. 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 PPM 9.2x. HPE will stop providing committed support for PPM 9.2x on February 28, 2017. Extended Support will continue to be available through February 28, 2019. Self-Help Support with Rights to

	New Versions support will continue to be available through February 28, 2023. You are encouraged to begin reviewing your business requirements for PPM 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.
<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 PPM 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 PPM 9.3x 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 PPM 9.2x to PPM 9.3x, 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 PPM 9.2x to PPM 9.3x, can I expect the same support pricing compared to PPM 9.2x?
<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 PPM 9.3x?
<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 PPM 9.3x 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)

