



HP Operations Manager for Windows 9.0x & HP Operations Manager for Windows Basic Suite 9.0x

End of Sale Announcement

Frequently Asked Questions

On July 1, 2016, Hewlett Packard Enterprise announced the End of Sale for HP Operations Manager for Windows (OMW) 9.0x & HP Operations Manager for Windows Basic Suite (OMW BS) 9.0x. The End of Committed Support and End of Extended Support dates were previously communicated via Software Support Online.

Key program dates listed below for OMW 9.0x and OMW BS 9.0x are based on HPE's time-based support policy under which end-of-support dates are announced as new product versions are released. Our goal is to provide you with a clear visibility into the support time-line of software products, enabling you to use this information to plan, test, and deploy new product versions. For more information, check our [Software Support Policy](#).

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

PRODUCT RELATED QUESTIONS

Question	When is HPE obsoleting sales for OMW 9.0x & OMW BS 9.0x?
Answer	<p>Effective July 1, 2016, HPE is announcing the End of Sale of OMW 9.0x & OMW BS 9.0x. Current Customers may continue to purchase additional licenses of OMW 9.0x & OMW BS 9.0x until September 1, 2016. As of this date, the product will be removed from HPE's Corporate Price List and will no longer be orderable.</p> <p>Please note:</p> <ul style="list-style-type: none">- There is no impact on other versions of Operations Manager.- There is no impact on managed node (Operations Agent) purchase. Capacity extensions are still available.- There is no impact on monitored node (Target connector) purchase. Capacity extensions are still available.- Previously announced End of Support dates remain unchanged.- OMW media will be removed* from download portals. Please ensure that you download any required media prior to November 1, 2016.- OMW 9.0 management server patches OMW_00201 or earlier will be removed* from the Software Support Online download website on October 31, 2016. Please ensure you download and archive these consolidated patches before October 31, 2016 for any future requirements.

* The OMW media and the management server patches include a common component we no longer distribute since the agreement allowing to distribute this component has been terminate

Question	Why is HPE discontinuing sales for OMW 9.0x & OMW BS 9.0x?
Answer	OMW 9.0x & OMW BS 9.0x will reach End of Committed Support in the near future. For this reason, HPE is discontinuing the sales of OMW 9.0x & OMW BS 9.0x. 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 OMW 9.0x & OMW BS 9.0x?
Answer	OMW 9.0x & OMW BS 9.0x will continue to be available for purchase to current support customers through September 1, 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 OMW 9.0x & OMW BS 9.0x? 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 HPE Operations Bridge Suite 2017.08 ?
Answer	Yes, you have to request new license keys for HPE Operations Bridge Suite 2017.08. Please visit Hewlett Packard Enterprise Software Licenses and Downloads Portal . For Enterprise License Agreement (ELA) customers, use Software Activation Website (SAW) to request HPE Operations Bridge Suite 2017.08 license keys.
Question	What version of HPE Operations Bridge Suite is currently available and what update plans do you have for the product, if any?
Answer	The latest version is 2017.08. 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 HPE Operations Bridge Suite 2017.08?
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 OMW 9.0x & OMW BS 9.0x?
Answer	Your local HPE sales representative or HPE business partner can help you get this information.
Question	I plan to update my OMW 9.0x & OMW BS 9.0x environment using in-house technical resources. Where do I get all the required software?
Answer	All OMW 9.0x & OMW BS 9.0x support customers can download HPE Operations Bridge Suite 2017.08 media via Hewlett Packard Enterprise Software Licenses and Downloads Portal .

SUPPORT CONTRACT RELATED QUESTIONS

Question	What is the End of Committed Support date?
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Answer	The End of Committed Support date for OMW 9.0x & OMW BS 9.0x is June 30, 2018. This date was announced on Software Support Online on July 1, 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"> • Security Rule updates • Product updates
Question	What is the End of Extended Support date?
Answer	The End of Extended Support date for OMW 9.0x & OMW BS 9.0x is June 30, 2020. This date was announced on Software Support Online on July 1, 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 OMW 9.0x & OMW BS 9.0x. HPE will stop providing committed support for OMW 9.0x & OMW BS 9.0x on June 30, 2018. Extended Support will continue to be available through June 30, 2020. Self-Help Support with Rights to New Versions support will continue to be available through June 30, 2024. You are encouraged to begin reviewing your business requirements for OMW 9.0x & OMW BS 9.0x. 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.
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 OMW & OMW BS 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 HPE Operations Bridge 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 OMW 9.0x & OMW BS 9.0x to HPE Operations Bridge Suite 2017.08, 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 update from OMW 9.0x & OMW BS 9.0x to HPE Operations Bridge Suite 2017.08, can I expect the same support pricing compared to OMW 9.0x & OMW BS 9.0x?
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?
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 HPE Operations Bridge Suite 2017.08 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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