



# HP Reporter 3.9x

## End of Sale Announcement

### Frequently Asked Questions

On August 1, 2016, Hewlett Packard Enterprise announced the End of Sale for HP Reporter 3.9x. The End of Committed Support and End of Extended Support dates were previously communicated via [Software Support Online](#).

Key program dates listed below for HP Reporter 3.9x 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

<b>Question</b>	When is HPE obsoleting sales for HP Reporter 3.9x?
<b>Answer</b>	Effective August 1, 2016, HPE is announcing the End of Sale of HP Reporter 3.9x. Current Customers may continue to purchase additional licenses of HP Reporter 3.9x until October 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 obsoleting sales for HP Reporter 3.9x?
<b>Answer</b>	HP Reporter 3.9x will reach End of Committed Support in the near future. For this reason, HPE is obsoleting the sales of HP Reporter 3.9x. 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 Reporter 3.9x?
<b>Answer</b>	HP Reporter 3.9x will continue to be available for purchase to current support customers through October 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 Reporter 3.9x? If yes, how?
<b>Answer</b>	Additional licenses may not be purchased for versions that are obsoleted and past their end of sale date
<b>Question</b>	Do I need to request new license keys when updating to Reporter 4.0x?

<b>Answer</b>	<p>Yes, you have to request new license keys for HP Reporter 4.0x. Please visit <a href="#">Hewlett Packard Enterprise Software Licenses and Downloads Portal</a>.</p> <p>Those customers that have activated the Reporter product for 3.9x will see the “update” link next to the product. Please click on that, enter their SAID to show that they have support, and get the new key.</p> <p>For Enterprise License Agreement (ELA) customers, use Software Activation Website (SAW) to request HP Reporter 4.0x license keys.</p>
<b>Question</b>	What version of HP Reporter is currently available and what update plans do you have for the product, if any?
<b>Answer</b>	The latest version is 4.0x. Please check <a href="http://hpe.com/software/home">hpe.com/software/home</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 obsolescence?
<b>Answer</b>	<p>You have several options available to you:</p> <p>Contact your local HPE sales representative or your local HPE business partner:</p> <p><a href="http://hpe.com/software/home">hpe.com/software/home</a></p> <p>Web Self Solve:</p> <p><a href="http://hpe.com/software/support">hpe.com/software/support</a></p> <p>HPE Technical Support:</p> <p><a href="http://hpe.com/software/support">hpe.com/software/support</a> (click on Support Contact &amp; Community → Contact Us → Phone)</p>
<b>Question</b>	What are the hardware requirements to update to HP Reporter 4.0x?
<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 Reporter 3.9x?
<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 Reporter 3.9x environment using in-house technical resources. Where do I get all the required software?
<b>Answer</b>	All HP Reporter 3.9x support customers can download HP Reporter 4.0x at <a href="#">Hewlett Packard Enterprise 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 HP Reporter 4.0x.

## SUPPORT CONTRACT RELATED QUESTIONS

<b>Question</b>	What is the End of Committed Support date?
<b>Answer</b>	<p>The End of Committed Support date for HP Reporter 3.9x is December 31, 2016. This date was announced on <a href="#">Software Support Online</a> on July 1, 2012. 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"> <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 Reporter 3.9x is December 31, 2018. This date was announced on <a href="#">Software Support Online</a> on July 1, 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 obsolescence options?
<b>Answer</b>	You have the option to continue using HP Reporter 3.9x. HPE will stop providing committed support for HP Reporter 3.9x on December 31, 2016. Extended Support will continue to be available through December 31, 2018. Self-Help Support with Rights to New Versions support will continue to be available through December 31, 2022. You are encouraged to begin reviewing your business requirements for HP Reporter 3.9x. 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 Reporter 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 Reporter 4.0x 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.
<b>Question</b>	When I update from HP Reporter 3.9x to HP Reporter 4.0x, 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 Reporter 3.9x to HP Reporter 4.0x, can I expect the same support pricing compared to HP Reporter 3.9x?
<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 reporter 4.0x?
<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 Reporter 4.0x 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)

