



# HP ASSET MANAGER CLOUD SYSTEM CHARGEBACK

## Obsolescence Announcement

### Frequently Asked Questions

On August 1, 2016, Hewlett Packard Enterprise announced the product obsolescence for HP Asset Manager Cloud System Chargeback. Customers on active support are entitled to migrate to the Cloud billing module in HPE Asset Manager 9.6x.

Key program dates listed below for HP Asset Manager Cloud System Chargeback 9.4x 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 timeline 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 HP Asset Manager Cloud System Chargeback?
<b>Answer</b>	Effective August 1, 2016, HPE is announcing the product obsolescence of HP Asset Manager Cloud System Chargeback. There is one version, 9.4x. Customers on active support are entitled to migrate to the Cloud billing module in HPE Asset Manager 9.6x. Current customers may continue to purchase additional licenses of HP Asset Manager Cloud System Chargeback 9.4x 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>	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 Asset Manager Cloud System Chargeback?
<b>Answer</b>	HP Asset Manager Cloud System Chargeback 9.4x 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 Asset Manager Cloud System Chargeback? If yes, how?
<b>Answer</b>	Additional licenses may not be purchased for versions that are obsolesced and past their end of sale date.

<b>Question</b>	Do I need to request new license keys when updating to the Cloud billing module in HPE Asset Manager 9.6x ?
<b>Answer</b>	<p>Yes, you need new license keys for the Cloud billing module in HPE Asset Manager 9.6x.</p> <p>Your support contract needs to be updated prior to getting new license keys. This will be done at time of renewal of your contract. Once your support contract has been updated, you will receive a Migration Order Number that you will use to obtain the license keys (and the media) for HPE Asset Manager 9.6x from the <a href="#">Hewlett Packard Enterprise Software Licenses and Downloads Portal</a>.</p> <p>For Enterprise License Agreement (ELA) customers, please use Software Activation Website (SAW) to request HPE Asset Manager 9.6x Cloud billing module license keys.</p>
<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:  <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 &amp; Community → Contact Us → Phone)</p>
<b>Question</b>	What are the hardware requirements to update to the Cloud billing module in HPE Asset Manager 9.6x?
<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 the Cloud billing module in HPE Asset Manager 9.6x?
<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 HPE Asset Manager environment using in-house technical resources. Where do I get all the required software?
<b>Answer</b>	<p>All HP Asset Manager Cloud System Chargeback support customers can download HPE Asset Manager 9.6x media via the <a href="#">Hewlett Packard Enterprise Software Licenses and Downloads Portal</a>.</p> <p>Your support contract needs to be updated prior to getting new license keys for HPE Asset Manager 9.6x. Once your support contract has been updated, you will receive an Entitlement Order Number (EON) that you will use to obtain the license keys (and the media) for HPE Asset Manager 9.6x. from the <a href="#">Hewlett Packard Enterprise Software Licenses and Downloads Portal</a> (or SAW for ELA customers).</p>
<b>Question</b>	What is the concurrent support time period?
<b>Answer</b>	There will be 6 months of concurrent support for updating to the Cloud billing module in HPE Asset Manager 9.6x.

## SUPPORT CONTRACT RELATED QUESTIONS

<b>Question</b>	What is the End of Support date?
<b>Answer</b>	The End of Support date for HP Asset Manager Cloud System Chargeback 9.4x is June 30, 2017. This date was announced on <a href="#">Software Support Online</a> on August 1, 2013. As of this date all support activities for this version will cease, this includes:

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- Security Rule updates
  - Product updates
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**Question** What is the End of Extended Support date?

**Answer** The End of Extended Support date for HP Asset Manager Cloud System Chargeback 9.4x is June 30, 2019. This date was announced on [Software Support Online](#) on August 1, 2013. 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 obsolescence options?

**Answer** You have the option to continue using HP Asset Manager Cloud System Chargeback 9.4x. HPE will stop providing support for HP Asset Manager Cloud System Chargeback 9.4x on June 30, 2017. You are encouraged to begin reviewing your business requirements for HP Asset Manager Cloud System Chargeback 9.4x. 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 HP Asset Manager Cloud System Chargeback 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 will receive a letter or electronic notification from HPE to inform you about the availability of HPE Asset Manager 9.6x support customers, what license(s) you are 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 HP Asset Manager Cloud System Chargeback 9.4x to HPE Asset Manager 9.6x, can I continue my existing support contracts?

**Answer** Your support contract needs to be updated with HPE Asset Manager 9.6x. This will be done at time of renewal of the contract .

Once your support contract has been updated, you will receive an Entitlement Order Number (EON) that you will use to obtain the license keys (and the media) for the Cloud billing module in HPE Asset Manager 9.6x from the [Hewlett Packard Enterprise Software Licenses and Downloads Portal](#) (or SAW for ELA customers).

**Question** When I update from HP Asset Manager Cloud System Chargeback 9.4x to HPE Asset Manager 9.6x, can I expect the same support pricing compared to HP Asset Manager Cloud System Chargeback 9.4x?

**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 Asset Manager 9.6x?

**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](#)

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Europe, Middle East and Africa - [HPE Education EMEA](#)

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