Hewlett Packard Enterprise

HP Operations Manager for UNIX / Solaris /Linux 9.1x (OM UNIX/Solaris/Linux 9.1x)

End of Sale Announcement

Frequently Asked Questions

On Aug 15, 2016, Hewlett Packard Enterprise announced the End of Sale for OM UNIX/Solaris/Linux 9.1x. The End of Committed Support and End of Extended Support dates were previously communicated via Software Support Online.

Key program dates listed below for OM UNIX/Solaris/Linux 9.1x 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 OM UNIX/Solaris/Linux 9.1x?
Answer	Effective Aug 15, 2016, HPE is announcing the End of Sale of OM UNIX/Solaris/Linux 9.1x. Current Customers may continue to purchase additional licenses of OM UNIX/Solaris/Linux 9.1x until Nov 1, 2016. As of this date, the product will be removed from HPE's Corporate Price List and will no longer be orderable. Please note: - 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.
Question	Why is HPE obsoleting sales for OM UNIX/Solaris/Linux 9.1x?
Answer	OM UNIX/Solaris/Linux 9.1x will reach End of Committed Support in the near future. For this reason, HPE is obsoleting the sales of OM UNIX/Solaris/Linux 9.1x. 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 OM UNIX/Solaris/Linux 9.1x?
Answer	OM UNIX/Solaris/Linux 9.1x will continue to be available for purchase to current support customers through Nov 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 OM UNIX/Solaris/Linux 9.1x? If yes, how?
Answer	Additional licenses may not be purchased for versions that are obsolesced and past their end of sale date.
Question	What are my options for update?
Answer	With active OM UNIX/Solaris/Linux support contract you can update to OM UNIX/Solaris/Linux 9.2x. However, HPE recommends you to migrate to Operations Bridge 10.1x which delivers all OM capabilities and much more. For details on the migration to Operations Bridge 10.1x check with your local HPE sales representative or HPE business partner for the latest information.
Question	Do I need to request new license keys when updating to OM UNIX/Solaris/Linux 9.2x?
Answer	No, you do not need a new license key for OM UNIX/Solaris/Linux 9.2x
Question	Do I need to request new license keys when migrating to **HPE Operations Bridge** 10.1x (Premium Edition)?
Answer	Yes, you have to request new license keys for HPE Operations Bridge 10.1x. For details on the migration to Operations Bridge 10.1x check with your local HPE sales representative or HPE business partner for the latest information.
Question	What version of OM UNIX/Solaris/Linux is currently available and what update plans do you have for the product, if any?
Answer	The latest version is 9.2x. Please check **hpe.com/software/home** or otherwise check with your local HPE sales representative or HPE business partner for the latest information.
Question	What version of HPE Operations Bridge is currently available and what migration plans do you have for the product, if any?
Answer	The latest version is 10.1x. 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?
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 OM UNIX/Solaris/Linux 9.2x or migrate to HPE Operations Bridge 10.1x?
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 OM UNIX/Solaris/Linux 9.1x or migration information to HPE Operations Bridge?
Answer	Your local HPE sales representative or HPE business partner can help you get this information.
Question	I plan to update my OM UNIX/Solaris/Linux 9.1x environment to OM UNIX/Solaris/Linux 9.2x using in-house technical resources. Where do I get all the required software?
Answer	All OM UNIX/Solaris/Linux 9.1x support customers can download OM UNIX/Solaris/Linux 9.1x media via **Hewlett Packard Enterprise Software Licenses and Downloads Portal**.
Question	I plan to migrate my OM UNIX/Solaris/Linux 9.1x environment to HPE Operations Bridge 10.1x using in-house technical resources. Where do I get all the required software?
Answer	Your local HPE sales representative or HPE business partner can help you get this information

SUPPORT CONTRACT RELATED QUESTIONS

Question	What is the End of Committed Support date?
Answer	The End of Committed Support date for OM UNIX/Solaris/Linux 9.1x is December 31, 2016. 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: • Security Rule updates • Product updates
Question	What is the End of Extended Support date?
Answer	The End of Extended Support date for OM UNIX/Solaris/Linux 9.1x is December 31, 2018. 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 OM UNIX/Solaris/Linux 9.1x. HPE will stop providing committed support for OM UNIX/Solaris/Linux 9.1x 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 OM UNIX/Solaris/Linux 9.1x. 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 OM UNIX/Solaris/Linux 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 OM UNIX/Solaris/Linux 9.2x and 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 OM UNIX/Solaris/Linux 9.1x to OM UNIX/Solaris/Linux 9.2x, can I continue my existing support contracts until they expire?
Answer	Yes, your support contract will be updated automatically at the next renewal time.
Question	When I migrate from OM UNIX/Solaris/Linux 9.1x to HPE Operations Bridge 10.1x, 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 OM UNIX/Solaris/Linux 9.1x to OM UNIX/Solaris/Linux 9.2x, can I expect the same support pricing compared to OM UNIX/Solaris/Linux 9.1x? When I migrate from OM UNIX/Solaris/Linux 9.1x to HPE Operations Bridge 10.1x, can I expect the same support pricing compared to OM UNIX/Solaris/Linux 9.1x?
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 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