



HP Backup Navigator 9.0x

End of Sale Announcement

Frequently Asked Questions

On September 1, 2016, Hewlett Packard Enterprise announced the End of Sale for HP Backup Navigator 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 HP Backup Navigator 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 HP Backup Navigator 9.0x?
Answer	Effective September 1, 2016, HPE is announcing the End of Sale of HP Backup Navigator 9.0x. Current customers may continue to purchase additional licenses of HP Backup Navigator 9.0x until November 1, 2016. As of this date, the product will be removed from HPE's Corporate Price List and will no longer be orderable.
Question	Why is HPE obsoleting sales for HP Backup Navigator 9.0x?
Answer	HP Backup Navigator 9.0x will reach End of Committed Support on December 31, 2017. For this reason, HPE is obsoleting the sales of HP Backup Navigator 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 HP Backup Navigator 9.0x?
Answer	HP Backup Navigator 9.0x will continue to be available for purchase to current support customers through November 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 HP Backup Navigator 9.0x? If yes, how?
Answer	Additional licenses may not be purchased for versions that are obsolesced and past their end of sale date.
Question	Do I need to request new license keys when updating to HPE Backup Navigator 9.4x?

Answer	No, you don't need new license keys for HPE Backup Navigator 9.4x.
Question	What version of HPE Backup Navigator is currently available and what update plans do you have for the product, if any?
Answer	The latest version is 9.4x. 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 obsolescence?
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 Backup Navigator 9.4x?
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 HP Backup Navigator 9.0x?
Answer	Your local HPE sales representative or HPE business partner can help you get this information.
Question	I plan to update my HP Backup Navigator 9.0x environment using in-house technical resources. Where do I get all the required software?
Answer	All HP Backup Navigator 9.0x support customers can download HPE Backup Navigator 9.4x media at Hewlett Packard Enterprise Software Licenses and Downloads Portal
Question	What is the concurrent support time period?
Answer	There will be 6 months of concurrent support for updating to HPE Backup Navigator 9.4x

SUPPORT CONTRACT RELATED QUESTIONS

Question	What is the End of Committed Support date?
Answer	The End of Committed Support date for HP Backup Navigator 9.0x is December 31, 2017. This date was announced on Software Support Online on January 23, 2015. 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 HP Backup Navigator 9.0x is December 31, 2019. This date was announced on Software Support Online on January 23, 2015. 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 Backup Navigator 9.0x. HPE will stop providing committed support for HP Backup Navigator 9.0x on December 31, 2017. Extended Support will continue to be available through December 31, 2019. Self-Help Support with Rights to New Versions support will continue to be available through December 31, 2023. You are encouraged to begin reviewing your business requirements for HP Backup Navigator 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 HPE Backup Navigator 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 Backup Navigator 9.4x 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 HP Backup Navigator 9.0x to HPE Backup Navigator 9.4x, 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 update from HP Backup Navigator 9.0x to HPE Backup Navigator 9.4x, can I expect the same support pricing compared to HP Backup Navigator 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 HPE Backup Navigator 9.4x?
Answer	Your local HPE education specialist can help understand what training packages are available for you. Please email your local contact for more information:

HPE Information Management

For more information on HPE Backup Navigator 9.4x 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

