



# HP Universal Discovery for Oracle License Management 1.0x, 1.1x, & 1.2x

## End of Sale Announcement

### Frequently Asked Questions

On December 15, 2016, Hewlett Packard Enterprise announced the End of Sale for HP Universal Discovery for Oracle License Management 1.0x, 1.1x, & 1.2x. 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 Universal Discovery for Oracle License Management 1.0x, 1.1x, & 1.2x 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 Universal Discovery for Oracle License Management 1.0x, 1.1x, & 1.2x?
<b>Answer</b>	Effective December 15, 2016 HPE is announcing the End of Sale of HP Universal Discovery for Oracle License Management 1.0x, 1.1x, & 1.2x. Current customers may download and deploy the HP Universal Discovery for Oracle License Management 1.3x solution immediately.
<b>Question</b>	Why is HPE obsoleting sales for HP Universal Discovery for Oracle License Management 1.0x, 1.1x, & 1.2x?
<b>Answer</b>	HP Universal Discovery for Oracle License Management follows the support guidelines set forth by Oracle for the audit scripts. When Oracle releases new versions of the scripts, customers for HP Universal Discovery for Oracle License Management should update to the latest version of this product. Since HPE Universal Discovery for Oracle License Management 1.3x is available, we are obsoleting the older versions of this product.
<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 Universal Discovery for Oracle License Management 1.0x, 1.1x, & 1.2x?
<b>Answer</b>	Since HPE Universal Discovery for Oracle License Management 1.3x is available, HPE recommends that all customers order the latest 1.3x version and discontinue using the older versions of the product.

<b>Question</b>	Can I still purchase additional licenses for HP Universal Discovery for Oracle License Management 1.0x, 1.1x, & 1.2x? If yes, how?
<b>Answer</b>	Licenses for HP Universal Discovery for Oracle License Management are not for a specific version. They are for the capability provided by whatever version is currently installed and in use. If you purchase licenses for any version of HP Universal Discovery for Oracle License Management, they will automatically be sufficient for the most current version of Oracle LMS.
<b>Question</b>	Do I need to request new license keys when updating to HPE Universal Discovery for Oracle License Management 1.3x?
<b>Answer</b>	Yes, if you are updating from version 1.0x to version 1.3x, you have to request new license keys for HPE Universal Discovery for Oracle License Management 1.3x. Please visit <a href="#">Hewlett Packard Enterprise Software Licenses and Downloads Portal</a> . No, if you are updating from versions 1.1x and 1.2x you don't need new license keys for HPE Universal Discovery for Oracle License Management 1.3x. For Enterprise License Agreement (ELA) customers, use Software Activation Website (SAW) to request HPE Universal Discovery for Oracle License Management 1.3x license keys.
<b>Question</b>	What version of HPE Universal Discovery for Oracle License Management is currently available and what update plans do you have for the product, if any?
<b>Answer</b>	The latest version is 1.3x. 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>	You have several options available to you: 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 & Community → Contact Us → Phone)
<b>Question</b>	What are the hardware requirements to update to HPE Universal Discovery for Oracle License Management 1.3x?
<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 Universal Discovery for Oracle License Management 1.0x, 1.1x, & 1.2x?
<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 Universal Discovery for Oracle License Management 1.0x, 1.1x, & 1.2x environment using in-house technical resources. Where do I get all the required software?
<b>Answer</b>	All HP Universal Discovery for Oracle License Management 1.0x, 1.1x, & 1.2x support customers can download HPE Universal Discovery for Oracle License Management 1.3x media from the <a href="#">Hewlett Packard Enterprise Software Licenses and Downloads Portal</a> . The 1.3x and later versions will be available via the HPE Live Network as well.

## SUPPORT CONTRACT RELATED QUESTIONS

<b>Question</b>	What is the End of Committed Support date?
-----------------	--

**Answer** The End of Committed Support date for HP Universal Discovery for Oracle License Management versions 1.0x, 1.1x, & 1.2x are listed in the table below. These dates were announced on [Software Support Online](#) on the end of support notification date included on the table:

Version	End of Committed Support Date	End of Support Notification Date
HP Universal Discovery for Oracle License Management version 1.0x	February 28, 2017	March 01, 2013
HP Universal Discovery for Oracle License Management version 1.1x	June 30, 2018	June 04, 2015
HP Universal Discovery for Oracle License Management version 1.2x	August 31, 2019	August 25, 2015

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 HP Universal Discovery for Oracle License Management versions 1.0x, 1.1x, & 1.2x are listed in the table below. These dates were announced on [Software Support Online](#) on the end of support notification date included on the table below. During the 2 year Extended Support period, you have access to existing patches, fixes and telephone support.

Version	End of Extended Support Date	End of Support Notification Date
HP Universal Discovery for Oracle License Management version 1.0x	February 28, 2019	March 01, 2013
HP Universal Discovery for Oracle License Management version 1.1x	June 30, 2020	June 04, 2015
HP Universal Discovery for Oracle License Management version 1.2x	August 31, 2021	August 25, 2015

**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 Universal Discovery for Oracle License Management 1.0x, 1.1x, & 1.2x. HPE will stop providing committed support for HP Universal Discovery for Oracle License Management 1.0x, 1.1x, & 1.2x on the End of Committed Support dates included in this FAQ. Extended Support will continue to be available through dates included in this FAQ. You are encouraged to begin reviewing your business requirements for HP Universal Discovery for Oracle License Management 1.0x, 1.1x, & 1.2x. 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 Universal Discovery for Oracle License Management 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. Updating to the latest version of Oracle LMS will provide the option to submit requests for defect repair, should the problem still exist in the most current version.

**Question** 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 HPE Universal Discovery for Oracle License Management 1.3x 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 Universal Discovery for Oracle License Management 1.0x, 1.1x, & 1.2x to HPE Universal Discovery for Oracle License Management 1.3x, 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 Universal Discovery for Oracle License Management 1.0x, 1.1x, & 1.2x to HPE Universal Discovery for Oracle License Management 1.3x, can I expect the same support pricing compared to HP Universal Discovery for Oracle License Management 1.0x, 1.1x, & 1.2x?
<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 HPE Universal Discovery for Oracle License Management 1.3x?
<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 HPE Universal Discovery for Oracle License Management 1.3x 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)

