



# HP Service Manager 9.3x & 9.4x

## End of Sale Announcement

### Frequently Asked Questions

On March 1, 2017, Hewlett Packard Enterprise announced the End of Sale for HP Service Manager 9.3x & 9.4x. The End of Committed Support and End of Extended Support dates were previously communicated via [Software Support Online and are unchanged by this announcement](#).

Key program dates listed below for HP Service Manager 9.3x & 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 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 ending sales for HP Service Manager 9.3x & 9.4x?
<b>Answer</b>	Effective March 1, 2017, HPE is announcing the End of Sale of HP Service Manager 9.3x & 9.4x. Current Customers may continue to purchase additional licenses of HP Service Manager 9.3x & 9.4x until May 1, 2017. As of this date, the product will be removed from HPE's Corporate Price List and will no longer be orderable. After that date, Service Manager customers on active support contracts will still be able to purchase additional capacity and download the appropriate Service Manager bits in order to meet the needs of the business.
<b>Question</b>	Why is HPE ending sales for HP Service Manager 9.3x & 9.4x?
<b>Answer</b>	As part of the split of Hewlett Packard into HP Inc. and Hewlett Packard Enterprise in November 2015, we are not allowed to sell HP branded products anymore. Therefore, we are announcing the End of Sale of all HP Service Manager versions. Customers with active support contracts can update to the latest 9.5x of HPE Service Manager.
<b>Question</b>	What product numbers are affected by this End of Sales?
<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 Service Manager 9.3x & 9.4x?
<b>Answer</b>	HP Service Manager 9.3x & 9.4x will continue to be available for purchase to current support customers through May 1, 2017. 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 Service Manager 9.3x & 9.4x? If yes, how?

<b>Answer</b>	Additional licenses may not be purchased for versions that are obsolesced and past their end of sale date. However, HPE does not sell product versions but rather product capabilities. As such, customers can purchase the latest 9.5x version of Service Manager.
<b>Question</b>	Do I need to request new license keys when updating to HPE Service Manager 9.5x?
<b>Answer</b>	No, you don't need new license keys for HPE Service Manager 9.5x.  For Enterprise License Agreement (ELA) customers, use Software Activation Website (SAW) to request HPE Service Manager 9.5x license keys.
<b>Question</b>	What version of HPE Service Manager is currently available and what update plans do you have for the product, if any?
<b>Answer</b>	The latest version is 9.5x. 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. The 9.5x version has a clear update roadmap and we will continue to deliver features for this version.
<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 Service Manager 9.5x?
<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 Service Manager 9.3x & 9.4x?
<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 Service Manager 9.3x & 9.4x environment using in-house technical resources. Where do I get all the required software?
<b>Answer</b>	All HP Service Manager 9.3x & 9.4x support customers can download HPE Service Manager 9.5x media 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 HPE Service Manager 9.5x.

## SUPPORT CONTRACT RELATED QUESTIONS

<b>Question</b>	What is the End of Committed Support date?									
<b>Answer</b>	The End of Committed Support dates for HP Service Manager 9.3x & 9.4x are listed in the table below. These dates were announced on <a href="#">Software Support Online</a> on the end of support notification dates included in the table:									
	<table border="1"> <thead> <tr> <th>Version</th> <th>End of Committed Support Date</th> <th>End of Support Notification Date</th> </tr> </thead> <tbody> <tr> <td>HP Service Manager 9.3x</td> <td>Nov 30, 2017</td> <td>Jul 1, 2012</td> </tr> <tr> <td>HP Service Manager 9.4x</td> <td>Mar 1, 2019</td> <td>Jan 8, 2015</td> </tr> </tbody> </table>	Version	End of Committed Support Date	End of Support Notification Date	HP Service Manager 9.3x	Nov 30, 2017	Jul 1, 2012	HP Service Manager 9.4x	Mar 1, 2019	Jan 8, 2015
Version	End of Committed Support Date	End of Support Notification Date								
HP Service Manager 9.3x	Nov 30, 2017	Jul 1, 2012								
HP Service Manager 9.4x	Mar 1, 2019	Jan 8, 2015								

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As of the End of Committed Support date, customer support activities for this version will cease, this includes:

- Security Rule updates
- Product updates

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**Question** What is the End of Extended Support date?

**Answer** The End of Extended Support dates for HP Service Manager 9.3x & 9.4 are listed on the table below. These dates were announced on [Software Support Online](#) on the end of support notification dates included in 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 Service Manager 9.3x	Nov 30, 2019	Jul 1, 2012
HP Service Manager 9.4x	Mar 1, 2021	Jan 8, 2015

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**Question** Are there any other key dates I need to be aware of?

**Answer** Please see customer letter, page 1, for key dates.

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**Question** What are my obsolescence options?

**Answer** You have the option to continue using HP Service Manager 9.3x & 9.4x. HPE will stop providing committed support for HP Service Manager 9.3x & 9.4x on the end of committed support dates included in this FAQ. Extended Support will continue to be available through the dates included in this FAQ. You are encouraged to begin reviewing your business requirements for HP Service Manager 9.3x & 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.

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**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.

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**Question** Should there be a defect with a version of HP Service Manager 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.

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**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 Service Manager 9.5x 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 / migration>> to be easy and successful.

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**Question** When I update from HP Service Manager 9.3x & 9.4x to HPE Service Manager 9.5x, can I continue my existing support contracts until they expire?

**Answer** Yes, your support contract will be updated automatically at the next renewal time.

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**Question** When I update from HP Service Manager 9.3x & 9.4x to HPE Service Manager 9.5x, can I expect the same support pricing compared to HP Service Manager 9.3x & 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.

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**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.

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**Question** What educational/training packages are available for the HPE Service Manager 9.5x?

**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](#)

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Asia Pacific - [HPE Education AP](#)

Japan - [HPE Education Japan](#)

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

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For more information on HPE Service Manager 9.5x 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)

