



HP Structured Data Manager 7.0x, 7.1x, 7.2x & 7.3x

Obsolescence Announcement

Frequently Asked Questions

On March 1, 2017, HPE announced the End of Sale date and End of Support dates for HP Structured Data Manager 7.0x, 7.1x, 7.2x & 7.3x.

This document provides answers to frequently asked questions regarding this announcement.

PRODUCT RELATED QUESTIONS

Question	When is HPE obsoleting HP Structured Data Manager 7.0x, 7.1x, 7.2x & 7.3x??
Answer	Effective March 1, 2017, HPE is announcing the obsolescence of HP Structured Data Manager 7.0x, 7.1x, 7.2x & 7.3x. Current customers may continue to purchase additional licenses of HP Structured Data Manager 7.0x, 7.1x, 7.2x & 7.3x 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.
Question	Why is HPE ending sales for HP Structured Data Manager 7.0x, 7.1x, 7.2x & 7.3x?
Answer	Starting November 2016, HPE Structured Data 7.4x is under the standard time based obsolescence process. We are now announcing the obsolescence of the older versions of HP Structured Data Manager. This is in accordance with our Release & Support Policy. Definitions of terms are documented in the Software Support Policy guidelines . In addition, 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 branded versions of Structured Data Manager. Customers with active support contracts can update to the latest 7.4x of HPE Structured Data Manager.
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 Structured Data Manager 7.0x, 7.1x, 7.2x & 7.3x?

Answer	HP Structured Data Manager 7.0x, 7.1x, 7.2x & 7.3x 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.
Question	Can I still purchase additional licenses for HP Structured Data Manager 7.0x, 7.1x, 7.2x & 7.3x? If yes, how?
Answer	Additional licenses may not be purchased for versions that are obsolesced and past their end of sale date.
Question	What version of HPE Structured Data Manager is currently available and what update plans do you have for the product, if any?
Answer	The latest version is 7.4x. 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 Structured Data Manager 7.4x?
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 Structured Data Manager 7.0x, 7.1x, 7.2x & 7.3x?
Answer	Your local HPE sales representative or HPE business partner can help you get this information.
Question	I plan to update my HP Structured Data Manager 7.0x, 7.1x, 7.2x & 7.3x environment using in-house technical resources. Where do I get all the required software?
Answer	All HP Structured Data Manager 7.0x, 7.1x, 7.2x & 7.3x support customers can download HPE Structured Data Manager 7.4x media via 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 Structured Data Manager 7.4x.

SUPPORT CONTRACT RELATED QUESTIONS

Question	What is the End of Support date?
Answer	The End of Support date for HP Structured Data Manager 7.0x, 7.1x, 7.2x & 7.3x is Aug 31, 2017. As of this date all customer support activities for this version will cease, this includes: <ul style="list-style-type: none"> • Security Rule updates • Product updates • 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	<p>You have the option to continue using HP Structured Data Manager 7.0x, 7.1x & 7.2x. HPE will stop providing support for HP Structured Data Manager 7.0x, 7.1x & 7.2x on Aug 31, 2017. Self-Help Support support will continue to be available through Aug 31, 2019.</p> <p>You have the option to continue using HP Structured Data Manager 7.3x. HPE will stop providing support for HP Structured Data Manager 7.3x on June 30, 2018. Self-Help Support support will continue to be available through June 30, 2020.</p> <p>You are encouraged to begin reviewing your business requirements for HP Structured Data Manager 7.0x, 7.1x, 7.2x & 7.3x. 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.</p>
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 Structured Data Manager 7.0x, 7.1x, 7.2x & 7.3x 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 Structured Data Manager 7.4x 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 Structured Data Manager 7.0x, 7.1x, 7.2x & 7.3x to HPE Structured Data Manager 7.4x, 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 Structured Data Manager 7.0x, 7.1x, 7.2x & 7.3x to HPE Structured Data Manager 7.4x, can I expect the same support pricing compared to HP Structured Data Manager 7.0x, 7.1x, 7.2x & 7.3x?
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 Structured Data Manager 7.4x?
Answer	Your local HPE sales representative or HPE business partner can help you get this information.

For more information on HPE Structured Data Manager 7.4x 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