



HPE Virtual Machine Explorer 6.0x & older versions, 6.1x & 6.2x

Obsolescence Announcement

Frequently Asked Questions

On March 1, 2017, HPE announced the End of Sale date and End of Support dates for HPE Virtual Machine Explorer 6.0x & older versions, 6.1x & 6.2x.

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

PRODUCT RELATED QUESTIONS

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| Question | When is HPE obsoleting HPE Virtual Machine Explorer 6.0x & older versions, 6.1x & 6.2x?? |
| Answer | Effective March 1, 2017, HPE is announcing the obsolescence of HPE Virtual Machine Explorer 6.0x & older versions, 6.1x & 6.2x. Current customers may continue to purchase additional licenses of HPE Virtual Machine Explorer 6.0x & older versions, 6.1x & 6.2x until May 1, 2017. As of this date, the product versions will be removed from HPE's Corporate Price List and will no longer be orderable. |
| Question | Why is HPE ending sales for HPE Virtual Machine Explorer 6.0x & older versions, 6.1x & 6.2x? |
| Answer | Starting November 2016, HPE Virtual Machine Explorer 6.3x is under the standard time based obsolescence process. We are now announcing the obsolescence of the older versions of HPE Virtual Machine Explorer. This is in accordance with our Release & Support Policy. Definitions of terms are documented in the Software Support Policy 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 HPE Virtual Machine Explorer 6.0x & older versions, 6.1x & 6.2x? |
| Answer | HPE Virtual Machine Explorer 6.0x & older versions, 6.1x & 6.2x 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 HPE Virtual Machine Explorer 6.0x & older versions, 6.1x & 6.2x? If yes, how? |

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| 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 Virtual Machine Explorer 6.3x? |
| Answer | No, you don't need new license keys for HPE Virtual Machine Explorer 6.3x. |
| Question | What version of HPE Virtual Machine Explorer is currently available and what update plans do you have for the product, if any? |
| Answer | The latest version is 6.3x. 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 Virtual Machine Explorer 6.3x? |
| 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 HPE Virtual Machine Explorer 6.0x & older versions, 6.1x & 6.2x? |
| Answer | Your local HPE sales representative or HPE business partner can help you get this information. |
| Question | I plan to update my HPE Virtual Machine Explorer 6.0x & older versions, 6.1x & 6.2x environment using in-house technical resources. Where do I get all the required software? |
| Answer | All HPE Virtual Machine Explorer 6.0x & older versions, 6.1x & 6.2x support customers can download HPE Virtual Machine Explorer 6.3x 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 Virtual Machine Explorer 6.3x. |

SUPPORT CONTRACT RELATED QUESTIONS

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| Question | What is the End of Support date? |
| Answer | The End of Support date for HPE Virtual Machine Explorer 6.0x & older versions is May 31, 2017. The End of Support date for HPE Virtual Machine Explorer 6.1x & 6.2x is December 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. |

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| Question | What are my obsolescence options? |
| Answer | <p>You have the option to continue using HPE Virtual Machine Explorer 6.0x & older versions, 6.1x & 6.2x. HPE will stop providing support for HPE Virtual Machine Explorer 6.0x & older versions on May 31, 2017. Self-Help Support support will continue to be available through May 31, 2019.</p> <p>HPE will stop providing support for HPE Virtual Machine Explorer 6.1x & 6.2x on December 31, 2017. Self-Help Support support will continue to be available through December 31, 2019.</p> <p>You are encouraged to begin reviewing your business requirements for HPE Virtual Machine Explorer 6.0x & older versions, 6.1x & 6.2x. You are also encouraged to contact your local HPE sales representative or HPE business partner for help in determining update 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 HPE Virtual Machine Explorer 6.0x & older versions, 6.1x & 6.2x 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 Virtual Machine Explorer 6.3x 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. |
| Question | When I update from HPE Virtual Machine Explorer 6.0x & older versions, 6.1x & 6.2x to HPE Virtual Machine Explorer 6.3x, 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 HPE Virtual Machine Explorer 6.0x & older versions, 6.1x & 6.2x to HPE Virtual Machine Explorer 6.3x, can I expect the same support pricing compared to HPE Virtual Machine Explorer 6.0x & older versions, 6.1x & 6.2x? |
| 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. |

For more information on HPE Virtual Machine Explorer 6.3x 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