



# HP Operations Manager i 10.0x & 10.1x

## End of Sale Announcement

### Frequently Asked Questions

On June 1, 2017, Hewlett Packard Enterprise announced the End of Sale for HP Operations Manager i 10.0x & 10.1x. 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 Operations Manager i 10.0x & 10.1x 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 Operations Manager i 10.0x & 10.1x?
<b>Answer</b>	Effective June 1, 2017, HPE is announcing the End of Sale of HP Operations Manager i 10.0x & 10.1x. Current Customers may continue to purchase additional licenses of HP Operations Manager i 10.0x & 10.1x until August 14, 2017. As of this date, the product will be removed from HPE's Corporate Price List and will no longer be orderable.
<b>Question</b>	Why is HPE ending sales of HP Operations Manager i 10.0x & 10.1x?
<b>Answer</b>	Hewlett Packard Enterprise (HPE) is announcing the replacement of HP branded media SKUs as part of the separation of HP Inc. and Hewlett Packard Enterprise. For customers with currently downloaded and installed media, there is no action required at this time. Please be aware that at the time of next support renewal, your support contract will reflect the new HPE branded SKUs. Customers with active support contracts can update to the latest 10.6x version of HPE Operations Manager i.

<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 Operations Manager i 10.0x & 10.1x?
<b>Answer</b>	HP Operations Manager i 10.0x & 10.1x will continue to be available for purchase to current support customers through August 14, 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 Operations Manager i 10.0x & 10.1x? If yes, how?
<b>Answer</b>	Incremental licenses may be purchased using the active license SKUs.
<b>Question</b>	What version of HP Operations Manager i 10.0x & 10.1x is currently available and what update plans do you have for the product, if any?
<b>Answer</b>	The latest version is 10.6x. 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 Operations Manager i 10.6x?
<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 Operations Manager i 10.0x & 10.1x?
<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 Operations Manager i 10.0x & 10.1x environment using in-house technical resources. Where do I get all the required software?
<b>Answer</b>	All HP Operations Manager i 10.0x & 10.1x support customers can download HPE Operations Manager i 10.6x 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>	The support dates for Operations Manager i 10.0x and 10.1x are unchanged. Once the technical migration to HPE Operations Manager i 10.6x is started a concurrent support period of 6 months is offered.

## SUPPORT CONTRACT RELATED QUESTIONS

<b>Question</b>	What is the End of Committed Support date?
<b>Answer</b>	The End of Committed Support date for HP Operations Manager i 10.0x & 10.1x are listed in the table below. These dates were announced on <a href="#">Software Support Online</a> on the End of Support Notification date listed on the table.

Version	End of Committed Support Date	End of Support Notification Date
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HP Operations Manager i 10.0x	Jan 31, 2019	Feb 3, 2015
HP Operations Manager i 10.1x	Dec 31, 2019	Jan 5, 2016

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 Operations Manager i 10.0x & 10.1x are listed on the table below. These dates were announced on [Software Support Online](#) on the End of Support Notification date included in the table. 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 Operations Manager i 10.0x	Jan 31, 2021	Feb 3, 2015
HP Operations Manager i 10.1x	Dec 31, 2021	Jan 5, 2016

**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 Operations Manager i 10.0x & 10.1x. HPE will stop providing committed support for HP Operations Manager i 10.0x & 10.1x 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 Operations Manager i 10.0x & 10.1x. 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 Operations Manager i 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 Operations Manager i 10.6x 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 Operations Manager i 10.0x & 10.1x to HPE Operations Manager i 10.6x, 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 Operations Manager i 10.0x & 10.1x to HPE Operations Manager i 10.6x, can I expect the same support pricing compared to HP Operations Manager i 10.0x & 10.1x?

**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.

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<b>Question</b>	What educational/training packages are available for the HPE Operations Manager i 10.6x?
<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>

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For more information HPE Operations Manager i 10.6x, 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)



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