



**Hewlett Packard
Enterprise**

HP GlancePlus, HP GlancePlus Pak, HP Operations Agent, and HP Performance Agent 11.1x

End of Sale Announcement

Frequently Asked Questions

On June 1, 2017, Hewlett Packard Enterprise announced the replacement of HP branded media SKUs for HP GlancePlus, HP GlancePlus Pak, HP Operations Agent, and HP Performance Agent 11.1x. 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 GlancePlus, HP GlancePlus Pak, HP Operations Agent, and HP Performance Agent 11.1x 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

Question	When is HPE ending sales for HP GlancePlus, HP GlancePlus Pak, HP Operations Agent, and HP Performance Agent 11.1x?
Answer	Effective June 1, 2017, HPE is announcing the End of Sale of HP GlancePlus, HP GlancePlus Pak, HP Operations Agent, and HP Performance Agent 11.1x. Current Customers may continue to purchase additional licenses of HP GlancePlus, HP GlancePlus Pak, HP Operations Agent, and HP Performance Agent 11.1x until August 1, 2017.

Question	Why is HPE ending sales of HP GlancePlus, HP GlancePlus Pak, HP Operations Agent, and HP Performance Agent 11.1x?
Answer	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 12.0x version of HPE GlancePlus, HPE GlancePlus Pak, HPE Operations Agent, and HPE Performance Agent.
Question	What product numbers are affected by this End of Sales?
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 GlancePlus, HP GlancePlus Pak, HP Operations Agent, and HP Performance Agent 11.1x?
Answer	HP GlancePlus, HP GlancePlus Pak, HP Operations Agent, and HP Performance Agent 11.1x will continue to be available for purchase to current support customers through August 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 GlancePlus, HP GlancePlus Pak, HP Operations Agent, and HP Performance Agent 11.1x? 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 HP GlancePlus, HP GlancePlus Pak, HP Operations Agent, and HP Performance Agent 11.1x is currently available and what update plans do you have for the product, if any?
Answer	The latest version is 12.0x. 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 GlancePlus, HPE GlancePlus Pak, HPE Operations Agent, and HPE Performance Agent 12.0x?
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 GlancePlus, HP GlancePlus Pak, HP Operations Agent, and HP Performance Agent 11.1x?
Answer	Your local HPE sales representative or HPE business partner can help you get this information.
Question	I plan to update my HP GlancePlus, HP GlancePlus Pak, HP Operations Agent, and HP Performance Agent 11.1x environment using in-house technical resources. Where do I get all the required software?
Answer	All HP GlancePlus, HP GlancePlus Pak, HP Operations Agent, and HP Performance Agent 11.1x support customers can download HPE GlancePlus, HPE GlancePlus Pak, HPE Operations Agent, and HPE Performance Agent 12.0x media at 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 GlancePlus, HPE GlancePlus Pak, HPE Operations Agent, and HPE Performance Agent 12.0x.

SUPPORT CONTRACT RELATED QUESTIONS

Question What is the End of Committed Support date?

Answer The End of Committed Support date for HP GlancePlus, HP GlancePlus Pak, HP Operations Agent, and HP Performance Agent 11.1x are listed in the table below. These dates were announced on [Software Support Online](#) on the End of Support Notification date listed on the table.

Version	End of Committed Support Date	End of Support Notification Date
HP GlancePlus, HP GlancePlus Pak, HP Operations Agent, and HP Performance Agent 11.1x	Sep 30, 2017	Oct 1, 2012

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 GlancePlus, HP GlancePlus Pak, HP Operations Agent, and HP Performance Agent 11.1x 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 GlancePlus, HP GlancePlus Pak, HP Operations Agent, and HP Performance Agent 11.1x	Sep 30, 2017	Oct 1, 2012

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 GlancePlus, HP GlancePlus Pak, HP Operations Agent, and HP Performance Agent 11.1x. HPE will stop providing committed support for HP GlancePlus, HP GlancePlus Pak, HP Operations Agent, and HP Performance Agent 11.1x 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 GlancePlus, HP GlancePlus Pak, HP Operations Agent, and HP Performance Agent 11.1x. 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 GlancePlus, HP GlancePlus Pak, HP Operations Agent, and HP Performance Agent 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 GlancePlus, HPE GlancePlus Pak, HPE Operations Agent, and HPE Performance Agent 12.0x 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 GlancePlus, HP GlancePlus Pak, HP Operations Agent, and HP Performance Agent 11.1x to HPE GlancePlus, HPE GlancePlus Pak, HPE Operations Agent, and HPE Performance Agent 12.0x, 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 GlancePlus, HP GlancePlus Pak, HP Operations Agent, and HP Performance Agent 11.1x to HPE GlancePlus, HPE GlancePlus Pak, HPE Operations Agent, and HPE Performance Agent 12.0x, can I expect the same support pricing compared to HP GlancePlus, HP GlancePlus Pak, HP Operations Agent, and HP Performance Agent 11.1x?

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.

Question What educational/training packages are available for the HPE GlancePlus, HPE GlancePlus Pak, HPE Operations Agent, and HPE Performance Agent 12.0x?

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](#)

Asia Pacific - [HPE Education AP](#)

Japan - [HPE Education Japan](#)

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

For more information HPE GlancePlus, HPE GlancePlus Pak, HPE Operations Agent, and HPE Performance Agent 12.0x, 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

