HP Propel

Obsolescence Announcement

Frequently Asked Questions

On June 1, 2017, Hewlett Packard Enterprise announced the product obsolescence for HP Propel. Customers on active support will be entitled to migrate to HPE Service Manager Enterprise Suite which will include new catalog aggregation capabilities.

Key program dates listed below for HP Propel 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 obsoleting HP Propel?
Answer	Effective June 1, 2017, HPE is announcing the obsolescence of HP Propel. Current Customers may continue to purchase additional licenses of HP Propel until August 1, 2017. As of this date, the product will be removed from HPE's Corporate Price List and will no longer be orderable.
	Customers on active support will be entitled to migrate to HPE Service Manager Enterprise Suite which will include new catalog aggregation capabilities.
Question	Why is HPE obsolescing HP Propel?
Answer	Propel was introduced to help our customers transition to a Service Broker model needed for the digital transformation. It allows customers to provide best in class user experience through the use of responsive, consumerized services including Propel Portal, an aggregated catalog and Service Exchange.
	Going forward, the HPE Propel Portal and Catalog, including Jumpstart, wil become part of the ITOM IT Service Management Automation (ITSMA) suite. In particular ITSMA's Service Manager 9.50 now includes Propel Portal and Catalog solution as part of Service Manager Service Portal. As a result of these changes, we are discontinuing Propel as a standalone product being available to customers.
	In addition, HPE has decided to discontinue the sale and development of Propel Service Exchange effective November 1st, 2016.
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 Propel?
Answer	HP Propel 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 Propel? If yes, how?
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 migrating to HPE Service Manager Enterprise Suite?
Answer	Yes, you have to request new license keys for HPE Service Manager Enterprise Suite. Please visit **Hewlett Packard Enterprise Software Licenses and Downloads Portal** and use the newly created Migration Entitlement Order Number to retrieve your license keys.
	The current Propel licenses that you have are the same as some of the licenses you will receive with SM Enterprise and the new SM Portal Aggregation license. And there new keys you also needs to complete the SM Enterprise Suite.
	You should remove or not use the old Propel Premium or Propel Foundation license keys in order to continue to be compliant.
	For Enterprise License Agreement (ELA) customers, use Software Activation Website (SAW) to request HPE Service Manager Enterprise Suite license keys.
Question	What version of HPE Service Manager Enterprise Suite is currently available and what update plans do you have for the product, if any?
Answer	The latest version is 2017.01. 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 migrate to HPE Service Manager Enterprise Suite?
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 migration information for HP Propel?
Answer	Your local HPE sales representative or HPE business partner can help you get this information.
Question	I plan to migrate my HP Propel environment using in-house technical resources. Where do I get all the required software?
Answer	All HP Propel support customers can download HPE Service Manager Enterprise Suite at **Hewlett Packard Enterprise Software Licenses and Downloads Portal.**
	As a prerequisite, your support contracts needs to be updated with HPE Service Manager Enterprise Suite and activated.
Question	What is the concurrent support time period?
Answer	There will be 6 months of concurrent support for updating to HPE Service Manager Enterprise Suite.

SUPPORT CONTRACT RELATED QUESTIONS

Question	What is the End of Support date?
Answer	The End of Support dates for HP Propel are as follows:

DATE	PROGRAM ACTIVITY
Aug 31, 2018	End of Committed Support for HP Propel 2.0x
Aug 31, 2020	End of Extended Support for HP Propel 2.0x
Aug 31, 2024	End of Self-Help Support with Rights To New Versions for HP Propel 2.0x
Dec 31, 2018	End of Committed Support for HP Propel 2.1x
Dec 31, 2020	End of Extended Support for HP Propel 2.1x
Dec 31, 2024	End of Self-Help Support with Rights To New Versions for HP Propel 2.1x
Aug 31, 2020	End of Committed Support for HP Propel 2.2x
Aug 31, 2022	End of Extended Support for HP Propel 2.2x
Aug 31, 2026	End of Self-Help Support with Rights To New Versions for HP Propel 2.2x

Definitions of Committed Support, Extended Support and Self-Help Support with Rights to New Versions are available in the customer letter.

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 Propel. HPE will stop providing support for HP Propel per the dates that have been communicated on the **Obsolescence and Migration pages** on Software Support Online. You are encouraged to begin reviewing your business requirements for HP Propel. 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 Propel 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	What services are available?
Answer	We have a Service Brief for the ITSMA as a Service offering: http://h20195.www2.hpe.com/V2/GetDocument.aspx?docname=a00004238enw
Question	What educational/training packages are available for the HPE Service Manager Enterprise Suite?
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 on 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

Hewlett Packard Enterprise