



HP Data Protector and HP Data Protector Management Pack 9.0x

End of Sale Announcement

Frequently Asked Questions

On July 1, 2017, Hewlett Packard Enterprise announced the removal of HP branded media for HP Data Protector and HP Data Protector Management Pack 9.0x. 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 Data Protector and HP Data Protector Management Pack 9.0x 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 removing the HP branded media for HP Data Protector and HP Data Protector Management Pack 9.0x?
Answer	Effective July 1, 2017 HPE is announcing the removal of HP branded media for HP Data Protector and HP Data Protector Management Pack 9.0x. Current Customers may continue to purchase additional licenses of HP Data Protector and HP Data Protector Management Pack 9.0x 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.
Question	Why is HPE ending sales for HP Data Protector and HP Data Protector Management Pack 9.0x?
Answer	Hewlett Packard Enterprise (HPE) is announcing the removal 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. Customers with active support contracts can update to the latest 10.0x of HPE Data Protector and HPE Data Protector Management Pack
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 Data Protector and HP Data Protector Management Pack 9.0x?

Answer	HP Data Protector and HP Data Protector Management Pack 9.0x 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 this product version.
Question	Can I still purchase additional licenses for HP Data Protector and HP Data Protector Management Pack? If yes, how?
Answer	Incremental licenses may be purchased using the active license SKUs.
Question	What version of HPE Data Protector and HPE Data Protector Management Pack is currently available and what update plans do you have for the product, if any?
Answer	The latest version is 10.0x. 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 Data Protector and HPE Data Protector Management Pack 10.0x?
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 Data Protector and HP Data Protector Management Pack 9.0x?
Answer	Your local HPE sales representative or HPE business partner can help you get this information.
Question	I plan to update / migrate my HP Data Protector and HP Data Protector Management Pack 9.0x environment using in-house technical resources. Where do I get all the required software?
Answer	All HP Data Protector and HP Data Protector Management Pack 9.0x support customers can download HPE Data Protector and HPE Data Protector Management Pack 10.0x 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 Data Protector and HPE Data Protector Management Pack 10.0x.

SUPPORT CONTRACT RELATED QUESTIONS

Question	What is the End of Committed Support date?
Answer	The End of Committed Support date for HP Data Protector and HP Data Protector Management Pack 9.0x 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 Data Protector 9.0x	Jun 30, 2018	Dec 11, 2014

HP Data Protector Management Pack 9.0x	Dec 31, 2017	Jan 23, 2015
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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 Application Lifecycle Management and HP Quality Center Enterprise 12.0x & 12.2x 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 Data Protector 9.0x	Jun 30, 2020	Dec 11, 2014
HP Data Protector Management Pack 9.0x	Dec 31, 2019	Jan 23, 2015

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 Data Protector and HP Data Protector Management Pack 9.0x. HPE will stop providing committed support HP Data Protector and HP Data Protector Management Pack 9.0x 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 Data Protector and HP Data Protector Management Pack 9.0x. 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 Data Protector and HP Data Protector Management Pack 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 Data Protector and HPE Data Protector Management Pack 10.0x 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 migration to be easy and successful.

Question When I update from HP Data Protector and HP Data Protector Management Pack 9.0x to HPE Data Protector and HPE Data Protector Management Pack 10.0x, 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 Data Protector and HP Data Protector Management Pack 9.0x to HPE Data Protector and HPE Data Protector Management Pack 10.0x, can I expect the same support pricing compared to HP Data Protector and HP Data Protector Management Pack 9.0x?

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 Data Protector and HPE Data Protector Management Pack 10.0x?
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 on HPE Data Protector and HPE Data Protector Management Pack 10.0x 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

