



# HP Service Health Analyzer

## Obsolescence Announcement

### Frequently Asked Questions

On Aug 1 2017, Hewlett Packard Enterprise announced the product obsolescence for HP Service Health Analyzer with no replacement product as entitlement.

Key program dates listed below for HP Service Health Analyzer 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

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<b>Question</b>	When is HPE obsoleting HP Service Health Analyzer?
<b>Answer</b>	Effective Aug 1 2017, HPE is announcing the obsolescence of HP Service Health Analyzer with no replacement product as entitlement. Current Customers may continue to purchase additional licenses of HP Service Health Analyzer until Oct 1 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>	What product numbers are affected by this obsolescence?
<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 Service Health Analyzer?
<b>Answer</b>	HP Service Health Analyzer will continue to be available for purchase to current support customers through Oct 1 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 Service Health Analyzer? If yes, how?
<b>Answer</b>	Additional licenses may not be purchased for versions that are obsolesced and past their end of sale date.
<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;

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[hpe.com/software/support](http://hpe.com/software/support)

HPE Technical Support:

[hpe.com/software/support](http://hpe.com/software/support) (click on Support Contact & Community → Contact Us → Phone)

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## SUPPORT CONTRACT RELATED QUESTIONS

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<b>Question</b>	What is the End of Support date?
<b>Answer</b>	The End of Support date for HP Service Health Analyzer is Aug 31 2018. As of this date all support activities for this version will cease, this includes: <ul style="list-style-type: none"><li>• Security Rule updates</li><li>• Product updates</li></ul>
<b>Question</b>	Are there any other key dates I need to be aware of?
<b>Answer</b>	Please see customer letter, page 1, for key dates.
<b>Question</b>	What are my obsolescence options?
<b>Answer</b>	You have the option to continue using HP Service Health Analyzer. HPE will stop providing support for HP Service Health Analyzer on Aug 31 2018. You are encouraged to begin reviewing your business requirements for HP Service Health Analyzer. 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.
<b>Question</b>	Can I get a support contract for technical support only, without having to pay for updates?
<b>Answer</b>	No, support contracts include both technical support and software updates.
<b>Question</b>	Should there be a defect with a version of HP Service Health Analyzer for which no defect fixing is done anymore, can I pay for a fix to be implemented on my request?
<b>Answer</b>	HPE may choose to offer defect fixes at a premium price, depending on available resources.

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](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)

