HP Software Enterprise Desktop Manger and Configuration Management version 2.x and version 3.x Obsolescence Announcement Frequently Asked Questions

On June 1, 2007, HP announced the version maturity, end of sale date and end of support dates for HP Software Enterprise Desktop Manager (EDM) and Configuration Management (CM) Version 2.x and Version 3.x. This document provides you with answers to frequently asked questions regarding this announcement.

Product related questions	
Question	When is HP discontinuing this EDM and CM V2.x and V3.x product?
Answer	Effective Nov 30, 2008 HP is discontinuing EDM, CM version 2.x and 3.x. Current customers may continue to purchase additional copies of the EDM product through July 31, 2007 and CM V2 and V3 product through August 31, 2007. As of these dates, the product will be removed from HP's Corporate Price List and will no longer be orderable.
Question	Why is HP discontinuing this EDM and CM V2 and V3 product?
Answer	This is in accordance with the HP Software Supported Version Policy 4.2. Definitions of terms are documented in the HP Software product version obsolescence guidelines. The current releases of CM are versions 4 and 5.
Question	What product numbers are affected by the obsolescence?
Answer	Please refer to customer letter.
Question	When is the last date I can order EDM and CM V2 and V3?
Answer	EDM will continue to be available for purchase to current EDM customers through July 31, 2007. CM V2 and V3 will continue to be available for purchase to current customers through August 31, 2007. After that date you will no longer be able to purchase additional copies of the product.
Question	Can I still purchase additional licenses for versions of EDM and CM V2 and V3 that are no longer covered by full support or maintenance support? If yes, how?
Answer	No additional licenses can be purchased after July 31, 2007 for EDM and August 31, 2007 for CM V2 and V3.

Question	What version of CM V2 and V3 is currently available and what upgrade plans do you have for the product, if any?
Answer	The latest version of CM is version 5 and was released on June, 2007. Please check http://www.managementsoftware.hp.com/ (Products -> Products A-Z -> Configuration Management) or otherwise check with your local HP sales representative or HP software business partner for the latest information.
Question	Whom can I contact if I have more questions with regards to this product discontinuance?
Answer	You have several options available to you: • Contact your local HP sales representative or your local HP software business partner: www.hp.com/managementsoftware/buy • Web Self Solve: http://support.openview.hp.com/selfsolve/do/advanced-search • HP Technical Support: http://support.openview.hp.com/casemanager/submitcase.do
Question	What are the hardware requirements to upgrade to CM version 5?
Answer	Hardware requirements will vary depending on your operating system, please review the appropriate Release Notes, Installation Guide, and/or Migration Guide or otherwise contact your local HP sales representative or HP software business partner for further assistance.
Question	Where can I find upgrade information for the CM version 5 product?
Answer	Your local HP sales representative or HP software business partner can help you get this information, alternatively please see the Customer Letter for further details.
Question	I plan to upgrade my CM version 5 environment using in-house technical resources. Where do I get all the required software?
Answer	In case you didn't request the CM version 5 media at the time you received the new release notification for that version, please make a request either from Software Update Manager, your local HP contract administration representative or your HP Software Services Integrator (SVI) partner to provide you with the CM version 5 media. The release to be requested is labeled Version 5 CMV500 and can be requested until May 1, 2008.
Question	I received this communication but I have already upgraded my CM installation to version 4 or 5. Do I need to do anything?
Answer	Some or all of your support contracts might not have been updated to reflect your upgrade to CM version 5. Please get in touch with your local HP contract administration representative or your HP Software Services Integrator partner to have your support contracts updated.

Support contract related questions	
Question	What is the end of support date?
Answer	The End of Support date for CM V2 and V3 and EDM product is November 30, 2008. As of this date all customer support activities will cease, this includes: • Telephone support

- Security Rule updates
- Product upgrades

Question	What are my discontinuance options?
Answer	Customers have the option to continue using CM V2 and V3. HP will stop providing Support for this product on November 30, 2008. Self-Help Support will continue to be available through November 30, 2010. Customers are encouraged to begin reviewing their business requirements for CM V2 and V3. Customers are also encouraged to contact their local HP sales representative or HP software business partner for help in determining migration options that meet your business needs.
Question	How does this affect my CM support contract?
Answer	Upon the End of Support date of CM version 2 and version 3 support contract will automatically be updated to reflect CM version 5. In case you haven't upgraded to CM version 4 or 5 by this date, you can continue to get support for CM version 2 or version 3 until November 30, 2008. Upon the End of Support date of EDM November 30, 2008 your support contract will automatically be terminated. Support will no longer be available after this date.
Question	Can I get a support contract for technical support only, without having to pay for upgrades?
Answer	No, support contracts include both technical support and software updates.
Question	Should there be a defect with a version of CM V2 and V3 for which no defect fixing is done anymore, can I pay for a fix to be implemented on my request?
Answer	HP 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 HP to inform you about the availability of CM version 5 for support customers, what license(s) you were entitled to under your support contract and how to sign up for it. Your local HP sales and support representatives or your HP software business partner can help provide information and assistance to enable your upgrade to be easy and successful.
Question	When I upgrade from CM version 2 or version 3 to CM version 5, can I continue my existing support contracts until they expire?
Answer	Yes, but your support contracts need to be updated as well. Please contact your local HP contract administration representative or HP Software Services Integrator (SVI) partner to get your support contract updated accordingly.
Question	When I upgrade from CM version 2 or version 3 to CM version 5, can I expect the same support pricing compared to CM version 2 or version 3?
Answer	Not necessarily. Each product support price is determined independently.
Question	What migration services are available to help me upgrade?
Answer	http://support.openview.hp.com/radia_operational_service.jsp http://support.openview.hp.com/radia.jsp

For more information

For more information on Full Product Name and HP Software services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:

http://www.managementsoftware.hp.com/ (Products -> Products A-Z -> Full Product Name)

www.hp.com/managementsoftware/services

www.hp.com/managementsoftware/support-lifecycle