



# HP Software Asset Manager 5.1x Obsolescence Announcement Frequently Asked Questions

On May 1, 2011, HP announced the end of sale date and end of support dates for Asset Manager 5.1x.

This document provides answers to frequently asked questions regarding this announcement.

## Product related questions

*Question* When is HP discontinuing Asset Manager 5.1x?

*Answer* Effective May 1, 2011, HP is announcing the discontinuance of Asset Manager 5.1x. Current customers may continue to purchase additional licenses of Asset Manager 5.1x until July 1, 2011. As of this date, the product will be removed from HP's Corporate Price List and will no longer be orderable.

*Question* Why is HP discontinuing Asset Manager 5.1x?

*Answer* Effective with the new release of Asset Manager 9.3x, HP is announcing the obsolescence of the older versions of Asset Manager 5.1x. This is in accordance with the HP Software Supported Version Policy 4.3. Definitions of terms are documented in the [HP Software product version obsolescence guidelines](#).

*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 Asset Manager 5.1x ?

*Answer* Asset Manager 5.1x will continue to be available for purchase to current support customers through July 1, 2011. As of that date, you will no longer be able to purchase additional licenses of the product.

*Question* Can I still purchase additional licenses for Asset Manager 5.1x. If yes, how?

*Answer* Yes, until the end of purchase date of July 1, 2011

*Question* Do I need to request new license keys when upgrading to Asset Manager 9.3x?

*Answer* Yes, you have to request new license keys for Asset Manager 9.3x. Please visit the My Updates portal at <https://h20575.www2.hp.com/usbportal/softwareupdate.do>

*Question* What version of Asset Manager 5.1x is currently available and what upgrade plans do you have for the product, if any?

*Answer* The latest version is Asset Manager 9.3x. Please check the [IT Management Products](#) page or otherwise check with your local HP sales representative or HP software business partner for the latest information.

*Question* Who 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:  
[h20229.www2.hp.com/buy/index.html](https://h20229.www2.hp.com/buy/index.html)
- Web Self Solve:  
[www.hp.com/go/hpssoftwaresupport/](http://www.hp.com/go/hpssoftwaresupport/)
- HP Technical Support:  
[www.hp.com/go/hpssoftwaresupport/casemanager/submitcase](http://www.hp.com/go/hpssoftwaresupport/casemanager/submitcase)

*Question* What are the hardware requirements to upgrade to Asset Manager 9.3x?

*Answer* Hardware requirements will vary depending on your operating system, please review the appropriate System Requirements and Compatibility Matrix document or contact your local HP Sales Representative or HP Software Business Partner for further assistance.

*Question* Where can I find upgrade information for Asset Manager 5.1x?

*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 Asset Manager 5.1x environment using in-house technical resources. Where do I get all the required software?

*Answer* All Asset Manager 5.1x support customers can download Asset Manager 9.3x media via 'My Updates'.

### Support contract related questions

*Question* What is the end of support date?

*Answer* The End of Support date for Asset Manager 5.1x is Dec. 31, 2012. As of this date all customer support activities for this version will cease, this includes:

- Telephone support
- Security Rule updates
- Product upgrades

*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 discontinuance options?

*Answer* Customers have the option to continue using Asset Manager 5.1x. HP will stop providing support for Asset Manager 5.1x on Dec. 31, 2012 Self-Help Support

will continue to be available through December 31, 2014. Customers are encouraged to begin reviewing their business requirements for Asset Manager 5.1x. 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.

<i>Question</i>	Can I get a support contract for technical support only, without having to pay for upgrades?
<i>Answer</i>	No, support contracts include both technical support and software updates.
<i>Question</i>	Should there be a defect with a version of Asset Manager 5.1x for which no defect fixing is done anymore, can I pay for a fix to be implemented on my request?
<i>Answer</i>	HP may choose to offer defect fixes at a premium price, depending on available resources.
<i>Question</i>	If I am on a support contract, what will I be entitled to?
<i>Answer</i>	You should have received a letter or electronic notification from HP to inform you about the availability of Asset Manager 9.3x 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.
<i>Question</i>	When I upgrade from Asset Manager 5.1x to Asset Manager 9.3x, can I continue my existing support contracts until they expire?
<i>Answer</i>	Yes, you can continue using your existing support contracts until they expire.
<i>Question</i>	When I upgrade from Asset Manager 5.1x to Asset Manager 9.3x, can I expect the same support pricing compared to Asset Manager 5.1x?
<i>Answer</i>	Not necessarily. Each product support price is determined independently.
<i>Question</i>	What migration services are available to help me upgrade?
<i>Answer</i>	Your local HP sales representative or HP software business partner can help you get this information.
<i>Question</i>	What educational training packages are available for the Asset Manager 9.3x?
<i>Answer</i>	Trainings available mid-May 2011 and online course available by end of May 2011. Otherwise, your local HP sales representative or HP software business partner can help you get this information.

## For more information

For more information on Asset Manager 5.1x and HP Software services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:

[www.hp.com/go/software](http://www.hp.com/go/software)

[www.hp.com/go/hpsoftwaresupport/](http://www.hp.com/go/hpsoftwaresupport/)

[www.hp.com/go/hpsoftwaresupport/support-lifecycle](http://www.hp.com/go/hpsoftwaresupport/support-lifecycle)

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For more information, go to [www.hp.com/go/software](http://www.hp.com/go/software)

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