

HP Software Application Information Optimizer (AIO) 6.2x, 6.3x & 6.4x Obsolescence Announcement

Frequently Asked Questions

On January 1, 2014, HP announced the end of sale date and end of support dates for Application Information Optimizer (AIO) 6.2x, 6.3x & 6.4x.

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

Product related questions

<i>Question</i>	When is HP discontinuing AIO 6.2x, 6.3x & 6.4x?
<i>Answer</i>	Effective January 1, 2014, HP is announcing the discontinuance of AIO 6.2x, 6.3x & 6.4x . Current customers may continue to purchase additional licenses of AIO 6.2x, 6.3x & 6.4x until March 1, 2014. As of this date, the product will be removed from HP's Corporate Price List and will no longer be orderable.
<i>Question</i>	Why is HP discontinuing AIO 6.2x, 6.3x & 6.4x?
<i>Answer</i>	Effective with the new release of AIO 7.1, HP is announcing the obsolescence of the older versions of AIO. This is in accordance with the HP Software Supported Version Policy 4.4. Definitions of terms are documented in the HP Software product version obsolescence guidelines .
<i>Question</i>	What product numbers are affected by this obsolescence?
<i>Answer</i>	Please refer to Appendix B in the customer letter for the list of affected product numbers.
<i>Question</i>	When is the last date I can order AIO 6.2x, 6.3x & 6.4x?
<i>Answer</i>	AIO 6.2x, 6.3x & 6.4x will continue to be available for purchase to current support customers through March 1, 2014. As of that date, you will no longer be able to purchase additional licenses of the product.
<i>Question</i>	Can I still purchase additional licenses for AIO 6.2x, 6.3x & 6.4x? If yes, how?
<i>Answer</i>	Additional licenses may not be purchased for versions that are discontinued and past their end of sale date.
<i>Question</i>	Do I need to request new license keys when upgrading to AIO 7.1?
<i>Answer</i>	No, you don't need new license keys for AIO 7.1.
<i>Question</i>	What version of AIO is currently available and what upgrade plans do you have for the product, if any?
<i>Answer</i>	The latest version is AIO 7.1. Please check www.hp.com/gp/software 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
- Web Self Solve: hp.com/go/hpssoftwaresupport/
- HP Technical Support: hp.com/go/hpssoftwaresupport/casemanager/submitcase

Question What are the hardware requirements to upgrade to AIO 7.1?

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 AIO 6.2x, 6.3x & 6.4x?

Answer Your local HP sales representative or HP Software Business Partner can help you get this information.

Question I plan to upgrade my AIO 6.2x, 6.3x & 6.4x environment using in-house technical resources. Where do I get all the required software?

Answer All AIO 6.2x, 6.3x & 6.4x support customers can download AIO 7.1 media via 'My Updates'.

Question What is the concurrent support time period

Answer There will be 6 months of concurrent support for getting migrated to the AIO 7.1.

Question Is there another name for Application Information Optimizer?

Answer Yes, Application Information Optimizer (AIO) was formerly known as Database Archiving (DBA).

Support contract related questions

Question What is the end of support date?

Answer The End of Support date for AIO 6.2x, 6.3x & 6.4x is June 30, 2014 for 6.2x & 6.3x and September 30, 2014 for 6.4x. 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 AIO 6.2x, 6.3x & 6.4x . HP will stop providing support for AIO 6.2x & 6.3x on June 30, 2014 and 6.4x on September 30, 2014 Self-Help Support will continue to be available through June 30, 2016 for 6.2x & 6.3x and September 30, 2016 for 6.4x. Customers are encouraged to begin reviewing their business requirements for AIO 6.2x, 6.3x & 6.4x. 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 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 AIO 6.2x, 6.3x & 6.4x 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 AIO 7.1 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 AIO 6.2x, 6.3x & 6.4x to AIO 7.1, 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 AIO 6.2x, 6.3x & 6.4x to AIO 7.1, can I expect the same support pricing compared to AIO 6.2x, 6.3x & 6.4x?

Answer Not necessarily. Each product support price is determined independently. Please work with your HP representative to know the difference in support pricing, if any.

Question What migration services are available to help me upgrade?

Answer Your local HP sales representative or HP software business partner can help you get this information.

Question What educational training packages are available for the AIO 7.1?

Answer Your local HP sales representative or HP software business partner can help you get this information.

For more information

For more information on AIO 7.1 and HP Software services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:

hp.com/go/software

hp.com/go/hpsupportsupport/

hp.com/go/hpsupportsupport/support-lifecycle

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