

HP Database and Middleware Automation 9.1x End of Sale Announcement

Frequently Asked Questions

On April 23rd, 2014, HP announced the end of sale date for HP Database and Middleware Automation (DMA) 9.1x. The End of Committed Support and End of Extended Support dates were previously communicated on Software Support Online.

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

Product related questions

Question When is HP discontinuing sales for DMA 9.1x?

Answer Effective April 23rd, 2014, HP is announcing the End of Sale of DMA 9.1x. Current customers may continue to purchase additional licenses of DMA 9.1x until June 1, 2014. 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 sales for DMA 9.1x?

Answer DMA 9.1x will reach End of Committed Support in the near future. For this reason, HP is discontinuing the sales of DMA 9.1x. This is in accordance with the HP Software Supported Version Policy. 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 DMA 9.1x?

Answer DMA 9.1x will continue to be available for purchase to current support customers through June 1st, 2014. 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 DMA 9.1x? If yes, how?

Answer Additional licenses may not be purchased for versions that are discontinued and past their end of sale date.

Question Do I need to request new license keys when upgrading to DMA 10.2x?

Answer No, you don't need new license keys for DMA 10.2x.

Question What version of DMA is currently available and what upgrade plans do you have

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April 2014



	for the product, if any?
<i>Answer</i>	The latest version is DMA 10.2x. Please check hp.com/go/software or otherwise check with your local HP sales representative or HP software business partner for the latest information.
<i>Question</i>	Who can I contact if I have more questions with regards to this product discontinuance?
<i>Answer</i>	You have several options available to you: <ul style="list-style-type: none"> • 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
<i>Question</i>	What are the hardware requirements to upgrade to DMA 10.2x?
<i>Answer</i>	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.
<i>Question</i>	Where can I find upgrade information for DMA 10.2x?
<i>Answer</i>	Your local HP sales representative or HP Software Business Partner can help you get this information.
<i>Question</i>	I plan to upgrade my DMA 9.1x environment using in-house technical resources. Where do I get all the required software?
<i>Answer</i>	All DMA 9.1x support customers can download DMA 10.2x media via 'My Updates'.
<i>Question</i>	What is the concurrent support time period
<i>Answer</i>	There will be 6 months of concurrent support for updating to DMA 10.2x.
Support contract related questions	
<i>Question</i>	What is the End of Committed Support date?
<i>Answer</i>	The End of Committed Support date for DMA 9.1x is June 30, 2014. As of this date all customer support activities for this version will cease, this includes: <ul style="list-style-type: none"> • Security Rule updates • Product upgrades
<i>Question</i>	What is the End of Extended Support date?
<i>Answer</i>	The End of Extended Support date for DMA 9.1x is June 30, 2016. During the two year Extended Support period, you have access to existing patches, fixes and telephone support.
<i>Question</i>	Are there any other key dates I need to be aware of?
<i>Answer</i>	Please see Customer Letter page 1 for key dates.

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<i>Question</i>	What are my discontinuance options?
<i>Answer</i>	Customers have the option to continue using DMA 9.1x. HP will stop providing committed support for DMA 9.1x on June 30, 2014. Extended Support will continue to be available through June 30, 2016. Self-Help support will continue to be available through June 30, 2018. Customers are encouraged to begin reviewing their business requirements for DMA 9.1x. 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 DMA 9.1x 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 DMA 10.2x 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 DMA 9.1x to DMA 10.2x, can I continue my existing support contracts until they expire?
<i>Answer</i>	Yes, your support contract will be updated automatically at the next renewal time.
<i>Question</i>	When I upgrade from DMA 9.1x to DMA 10.2x, can I expect the same support pricing compared to DMA 9.1x?
<i>Answer</i>	Not necessarily. Each product support price is determined independently. Please work with your HP representative to know the difference in support pricing, if any.
<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 DMA 10.2x?
<i>Answer</i>	Your local HP sales representative or HP software business partner can help you get this information.

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For more information

For more information on DMA 10.2x 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/hpsoftwaresupport/

hp.com/go/hpsoftwaresupport/support-lifecycle

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April 2014

