



## HP Asset Management System Obsolescence Announcement Frequently Asked Questions

On March 1, 2009, HP announced the product maturity, end of sale date and end of support dates for HP Asset Management System (HP Inventory Mgt System 5.5 & HP Asset Expert Software 4.0 – formerly OpsWare Asset Management System, Asset Tracking Edition, Tangram Asset Insight). This document provides you with answers to frequently asked questions regarding this announcement.

### Product related questions

**Question** When is HP discontinuing this Asset management System product?

**Answer** Effective May 1, 2009, HP is discontinuing Asset Management System (HP Inventory Mgt System 5.5 & HP Asset Expert Software 4.0). Current customers may continue to purchase additional copies of the Asset Management System product through April 30, 2009. 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 these Asset Management System products?

**Answer** HP is replacing Asset Management System with Discovery and Dependency Mapping Inventory products and Asset Manager Software products.

HP Discovery & Dependency Mapping Inventory Software products offer:

- integrations into the greater asset management solution such as Asset Manager
- application usage tracking on all OS platforms
- more up-to-date support for virtualized environments, OS platforms, and software recognition

HP Asset Manager Software products offer:

- increased out of the box functionality that includes being able to manage asset lifecycle and work flow according to business needs
- flexible backend software that can be run on multiple types of databases
- out of the box integrations to many HP Software and 3rd party tools (procurement systems, fixed assets, etc.) with the ability to connect to any 3<sup>rd</sup> party tool through the use of HP Connect-It Software

**Question** What product numbers are affected by this product discontinuance?

**Answer** See appendix B, attached to the customer letter.

**Question** When is the last date I can order HP Inventory Mgt System 5.5 & HP Asset Expert Software 4.0?

**Answer** HP Inventory Mgt System 5.5 & HP Asset Expert Software 4.0 will continue to be available for purchase to current Asset Management System customers through April 30, 2009. 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 HP Inventory Mgt System 5.5 & HP Asset Expert Software 4.0 that are no longer covered by full support or maintenance support? If yes, how?

**Answer** No additional licenses can be purchased after April 30, 2009.

**Question** What replacement for HP Inventory Mgt System 5.5 & HP Asset Expert Software 4.0 is currently available and what upgrade plans do you have for the product, if any?

**Answer** The replacement product for HP Inventory Mgt System 5.5 & HP Asset Expert Software 4.0 is Discovery and Dependency Mapping Inventory (DDMI) 7.5 and / or Asset Manager Software 5.10 and was released on October 1, 2008 (DDMI 7.5) and May, 1, 2008 (AMS 5.10). Customers with active Support Contracts are entitled to participate in a limited time period promotion offer for DDMI 7.5 and Asset Manager 5.10. Please check [www.hp.com/managementsoftware](http://www.hp.com/managementsoftware) (View all products -> Alphabetical-> HP Discovery and Dependency Mapping Inventory software / HP Asset Manager software) or otherwise check with your local HP sales representative or HP software business partner for the latest information.

**Question** Will HP offer an HP Discovery and Dependency Mapping Inventory 7.5 / Asset Manager 5.10 software purchase promotion?

**Answer** Yes, HP will offer a limited 6 months Discovery and Dependency Mapping Inventory 7.5 and Asset Manager 5.10 software promotion commencing March 1, 2009 and ending on August 31, 2009. The 6 months promotion offer is only available to customers who purchased support for HP Asset Management System. Please contact your local HP sales representative or HP software business partner for the more 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](http://www.hp.com/managementsoftware/buy)
- Web Self Solve: [www.hp.com/managementsoftware/services](http://www.hp.com/managementsoftware/services)
- 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 Discovery and Dependency Mapping Inventory (DDMI) 7.5 and / or Asset Manager Software 5.10?

**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 purchase promotion information for the Discovery and Dependency Mapping Inventory (DDMI) 7.5 and / or Asset Manager Software

5.10 products?

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

**Question** I plan to upgrade my HP Inventory Mgt System 5.5 and/or HP Asset Expert Software 4.0 environment using in-house technical resources. Where do I get all the required software?

**Answer** In case you didn't request the Discovery and Dependency Mapping Inventory (DDMI) 7.5 and / or Asset Manager Software 5.10 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 Discovery and Dependency Mapping Inventory (DDMI) 7.5 and / or Asset Manager Software 5.10 media. The release to be requested is labeled DDMI75 and AMGR51.

**Question** I received this communication but I have already upgraded my HP Inventory Mgt System 5.5 and/or HP Asset Expert Software 4.0 installation to Discovery and Dependency Mapping Inventory (DDMI) 7.5 and / or Asset Manager Software 5.10. Do I need to do anything?

**Answer** Some or all of your support contracts might not have been updated to reflect your upgrade to Discovery and Dependency Mapping Inventory (DDMI) 7.5 and / or Asset Manager Software 5.10. 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 is September 1, 2010. As of this date all customer support activities 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**

Date	Program Activity
March 1, 2009	Product discontinuance announced
May 1, 2009	End of Sale (no longer orderable or available for purchase)
September 1, 2010	End of Support
September 1, 2012	End of Self-Help Support

**Question** What are my discontinuance options?

*Answer* Customers have the option to continue using HP Inventory Mgt System 5.5 and/or HP Asset Expert Software 4.0. HP will stop providing Support for these products on September 1, 2010. Self-Help Support will continue to be available through September 1, 2012. Customers are encouraged to begin reviewing their business requirements for HP Inventory Mgt System 5.5 and/or HP Asset Expert Software 4.0. 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 HP Inventory Mgt System 5.5 and/or HP Asset Expert Software 4.0 support contract?

*Answer* Some or all of your HP support contracts might not have been updated to reflect your upgrade to HP Discovery and Dependency Mapping Inventory (DDMI) 7.5 and / or Asset Manager Software 5.10. Please get in touch with your local HP contract administration representative to have your support contracts updated. In case you haven't upgraded to Discovery and Dependency Mapping Inventory (DDMI) 7.5 and / or Asset Manager Software 5.10 by September 1, 2010, you can continue to get Self-Help Support for HP Inventory Mgt System 5.5 and/or HP Asset Expert Software 4.0 until September 1, 2012. Upon the End of Support date of HP Inventory Mgt System 5.5 and/or HP Asset Expert Software 4.0 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 HP Inventory Mgt System 5.5 and/or HP Asset Expert Software 4.0 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 to purchase of Discovery and Dependency Mapping Inventory (DDMI) 7.5 and / or Asset Manager Software 5.10 at a discount for support customers, what license(s) you were entitled to under your support contract and how to sign up for it. Customers with active Support Contracts are entitled to participate in a limited time period promotion offer for DDMI 7.5 and Asset Manager 5.10. 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 HP Inventory Mgt System 5.5 and/or HP Asset Expert Software 4.0 to Discovery and Dependency Mapping Inventory (DDMI) 7.5 and / or Asset Manager Software 5.10, 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 HP Inventory Mgt System 5.5 and/or HP Asset Expert Software 4.0 to Discovery and Dependency Mapping Inventory (DDMI) 7.5 and / or Asset Manager Software 5.10, can I expect the same support pricing compared to HP Inventory Mgt System 5.5 and/or HP Asset Expert Software 4.0?

**Answer** Not necessarily. Each product support price is determined independently.

**Question** Are there any other limited time promotion offers to purchase additional HP Software products at a discount?

**Answer** Yes, for a limited time HP Inventory Mgt System 5.5 and/or HP Asset Expert Software 4.0 customers are allowed to purchase HP Asset Manager Software Asset Management module at a discount to complete their inventory and asset management functionality. Please contact your local HP sales representatives or your HP software business partner for more details.

**Question** Are there tools available to tell me which Discovery and Dependency Mapping Inventory (DDMI) 7.5 and / or Asset Manager Software 5.10 products I ought to purchase based on what HP Inventory Mgt System 5.5 and/or HP Asset Expert Software 4.0 products I have today?

**Answer** Yes, your local HP sales representative or your HP software business partner will have access to a conversion calculator. This conversion calculator calculates what Discovery and Dependency Mapping Inventory (DDMI) 7.5 and / or Asset Manager Software 5.10 products directly replace the HP Inventory Mgt System 5.5 and/or HP Asset Expert Software 4.0 products you have under a support contract.

**Question** What migration services are available to help me upgrade?

**Answer** HP Software Services are able to assist in migrating an HP Inventory Mgt System 5.5 and/or HP Asset Expert Software 4.0 installation to Discovery and Dependency Mapping Inventory (DDMI) 7.5 and / or Asset Manager Software 5.10. Please contact your local HP sales representatives or your HP software business partner for more details.

## For more information

For more information on HP Asset Management System (HP Inventory Mgt System 5.5 & HP Asset Expert Software 4.0 – formerly OpsWare Asset Management System, Asset Tracking Edition, Tangram Asset Insight) and HP Software services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:

[www.hp.com/managementsoftware/products](http://www.hp.com/managementsoftware/products)

[www.hp.com/managementsoftware/services](http://www.hp.com/managementsoftware/services)

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

© Copyright 2009 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

For more information, go to [www.managementsoftware.hp.com](http://www.managementsoftware.hp.com)  
01/2009. Printed in the U.S.

