



HP Application Recovery Manager 6.0x Version Obsolescence Announcement Frequently Asked Questions

On June 1, 2008, HP announced the version maturity and end of support dates for HP Application Recovery Manager (AppRM) version 6.0x. This document provides you with answers to frequently asked questions regarding this announcement.

Product related questions

Question When is HP discontinuing this HP Application Recovery Manager 6.0x product?

Answer Effective June 1, 2008, HP is discontinuing HP Application Recovery Manager version 6.0x. Please refer to the customer letter for the end of support date.

Question What version of HP Application Recovery Manager is currently available and what upgrade plans do you have for the product, if any?

Answer The latest version of HP Application Recovery Manager is version 6.1. Please check www.hp.com/go/software (Products -> Products A-Z -> Application Recovery Manager) or otherwise check with your local HP sales representative or HP software business partner for the latest information.

Question Why is HP discontinuing this HP Application Recovery Manager 6.0x 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

Question When is the last date I can order HP Application Recovery Manager 6.0x?

Answer HP Application Recovery Manager 6.0x will no longer be available for purchase from June 1, 2008.

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:
h20229.www2.hp.com/buy/index.html
- Web Self Solve:
www.hp.com/go/hpsoftwaresupport/
- HP Technical Support:
www.hp.com/go/hpsoftwaresupport/casemanager/submitcase

Question	What are the hardware requirements to upgrade to HP Application Recovery Manager version 6.1?
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 HP Application Recovery Manager product?
Answer	Information on upgrading from prior versions to Application Recovery Manager version 6.1 is included in the Application Recovery Manager version 6.1 product documentation. In addition to this, your local HP sales representative or HP software business partner can help you get this information.
Question	I plan to upgrade my HP Application Recovery Manager version 6.0x environment using in-house technical resources. Where do I get all the required software?
Answer	You can request the HP Application Recovery Manager version 6.1 media by sending or faxing in your pull letter you have received or by requesting or downloading the software via Software Update Manager (SUM). In case you do not have this information; please contact your local HP contract administration representative or your HP Software Services Integrator (SVI) partner to provide you with the HP Application Recovery Manager version 6.1 media. The release to be requested is labeled APRM61.

Support contract related questions

Question	What is the end of support date?
Answer	<p>The End of Support date is November 30, 2009. As of this date all customer support activities will cease, this includes:</p> <ul style="list-style-type: none"> • 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 the key dates.
Question	What are my discontinuance options?
Answer	<p>Customers have the option to continue using HP Application Recovery Manager 6.0. HP will stop providing Support for this product on November 30, 2009. Self-Help Support will continue to be available through November 30, 2011. Customers are encouraged to begin reviewing their business requirements for Application Recovery Manager. 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.</p>
Question	How does this affect my HP Application Recovery Manager support contract?
Answer	<p>Upon the End of Support date of HP Application Recovery Manager version 6.0x, your support contract will automatically be updated to reflect HP Application Recovery Manager version 6.1 product numbers. In case you haven't upgraded to HP Application Recovery Manager version 6.1 by this date, you can continue to get Self-Help Support for HP Application Recovery Manager version 6.0x until October 31, 2011.</p>
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 Application Recovery Manager 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 HP Application Recovery Manager version 6.1 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 HP Application Recovery Manager version 6.0x to HP Application Recovery Manager version 6.1, can I continue my existing support contracts until they expire?
Answer	Yes, you can continue using your existing support contract.
Question	When I upgrade from HP Application Recovery Manager version 6.0x to HP Application Recovery Manager version 6.1, can I expect the same support pricing compared to HP Application Recovery Manager version 6.0x?
Answer	Not necessarily. Each product support price is determined independently.
Question	What migration services are available to help me upgrade?
Answer	HP Consulting & Integration or HP Software Business Partners can provide migration assistance as a services engagement. In addition, the product provides documentation for the migration process.

For more information

For more information on Application Recovery Manager 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

www.hp.com/go/hpsoftwaresupport/

www.hp.com/go/hpsoftwaresupport/support-lifecycle

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