HP Application Recovery Manager Product Obsolescence Announcement Frequently Asked Questions

On October 1, 2009, HP announced the product discontinuance, end of sale date and end of support dates for HP Application Recovery Manager. This document provides you with answers to frequently asked questions regarding this announcement.

Product related questions
Question   When is HP discontinuing HP Application Recovery Manager products?
Answer   Effective October 1, 2009, HP is announcing the discontinuance of HP Application Recovery Manager. Current customers may continue to purchase additional licenses of the HP Application Recovery Manager products through December 1, 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 HP Application Recovery Manager products?
Answer   Advancements in the integration between HP Data Protector and storage array replication technology have resulted in capabilities that enable customers to achieve zero downtime backup and instant recovery for their most important applications – similar to HP Application Recovery Manager. We are offering HP Application Recovery Manager customers free license upgrade to HP Data Protector software, and its Data Protector Zero Downtime Backup and Instant Recovery options which provides superior capabilities compared to HP Application Recovery Manager. Due to this, we are discontinuing HP Application Recovery Manager. 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 version maturity?
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 HP Application Recovery Manager?
Answer   HP Application Recovery Manager will continue to be available for purchase to support customers through December 1, 2009. After that date you will no longer be able to purchase additional licenses of the product.
Question   Can I still purchase additional licenses for versions of HP Application Recovery

	Manager that are no longer covered by full support or maintenance support? If yes, how?
Answer	Additional licenses may not be purchased for versions that are discontinued and past their end of sale date.
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/software requirements to migrate to HP Data Protector?
Answer	The hardware/software requirements for HP Data Protector will vary depending on your operating system or configuration used, please review the appropriate *Product Announcements* or otherwise contact your local HP sales representative or HP software business partner for further assistance.
Question	Can I continue using my HP Application Recovery Manager license keys after migrating to HP Data Protector?
Answer	You will need to use HP Data Protector license keys after migration. Once the support contract is updated to reflect HP Data Protector product numbers, you can request new license keys via the HP Software Support Online portal. Please follow the steps below. 1. Go to www.hp.com/go/hpsoftwaresupport 2. Look for the green heading that says "Problem reporting" 3. Click on "Submit a support case". 4. Log in using the HP Passport username and password (if you do not have a passport profile you can create it by clicking on the "New User - Register" link). 5. Please select the radio button "Non-Technical/business" 6. From the dropdown menu please select "Licensing" for license request 7. Specify the SAID you are going to use. 8. Enter the case title, case details and attachments. Include the text "AppRM to DP migration". 9. Complete the process
Question	Where can I find migration information for the HP Data Protector product?
Answer	Please refer to the migration whitepaper or please get in touch with your local HP sales representative or HP software business partner to get this information. The migration whitepaper is available at www.hp.com/support/manuals (click *Storage Software,* then click *HP Application Recovery Manager Software* and then click *White Papers).*
Question	I plan to migrate my HP Application Recovery Manager environment using in-house technical resources. Where do I get all the required software?
Answer	Once your support contract is updated to reflect the HP Data Protector licenses you are entitled to, you can download the software via Software Update Manager (SUM). Or else, please contact your local HP contract administration representative or your HP Software Services Integrator (SVI) partner to provide you with the HP Data Protector media as described in the migration whitepaper.

Question	I received this communication but I have already migrated my HP Application Recovery Manager environment to HP Data Protector. Do I need to do anything?
Answer	The HP Application Recovery Manager migration process will update your support contracts with the HP Data Protector replacement products. You may request verification of these changes by contacting your local HP contract administration representative or your HP Software Services Integrator partner.

Support contract related questions

Question	What is the end of support date?
Answer	The End of Support date is September 30, 2011. As of this date all customer support activities will cease, this includes: • Telephone support • Security Rule updates • Product upgrades and migrations
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	Customers have the option to continue using HP Application Recovery Manager. HP will stop providing Support for these products on September 30, 2011. Self-Help Support will continue to be available through September 30, 2013. 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.
Question	How does this affect my HP Application Recovery Manager support contract?
Answer	At the time of the next renewal, your support contract will automatically be updated to reflect HP Data Protector product numbers.
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 are entitled to migrate to HP Data Protector as a license upgrade. 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 migrate from HP Application Recovery Manager to HP Data Protector, can I continue my existing support contracts until they expire?
Answer	Yes, but your support contracts need to be updated as well. The support contracts will be updated at the time of contract renewal.
Question	When I migrate from HP Application Recovery Manager to HP Data Protector, can

	I expect the same support pricing compared to my existing HP Application Recovery Manager version?
Answer	Not necessarily. The support price for the replacement product will be determined by the current support pricing policies which may be influenced by HP's VSOE (Vendor Specific Objective Evidence) and revenue recognition guidelines in effect at the time.
Question	What migration services are available to help me migrate?
Answer	HP Software Services or HP Software Business Partners can provide migration assistance as a services engagement. In addition, please refer to the migration white paper available at www.hp.com/support/manuals (click *Storage Software*, then click *HP Application Recovery Manager Software* and then click *White Papers)*.

For more information

For more information on BI Portal 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

www.hp.com/managementsoftware/services

www.hp.com/managementsoftware/support-lifecycle