



HP AssetCenter 4.3x and prior versions Version Obsolescence Announcement Frequently Asked Questions

On August 1, 2008, HP announced the version maturity, end of sale date and end of support dates for HP AssetCenter (AC) 4.3x and prior versions. This document provides you with answers to frequently asked questions regarding this announcement.

Product related questions

Question When is HP discontinuing HP AssetCenter 4.3x and prior version products?

Answer Effective August 1, 2008, HP is discontinuing HP AssetCenter version 4.3x and prior versions. Current customers may continue to purchase additional licenses of the AssetCenter 4.3x and prior versions products through October 1, 2008. As of this date, the product will be removed from HP's Corporate Price List and will no longer be orderable.

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

Answer HP AssetCenter has been succeeded by HP Asset Manager; the latest version is 5.10 and was released in July 2008. Please check www.hp.com/go/software (Products -> Products A-Z -> Asset Manager) or otherwise check with your local HP sales representative or HP software business partner for the latest information.

Question Why is HP discontinuing HP AssetCenter 4.3x and prior version products?

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 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 AssetCenter 4.3x and prior versions?

Answer HP AssetCenter 4.3x and prior versions will continue to be available for purchase to current AssetCenter customers through October 1, 2008. 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 AssetCenter 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 requirements to upgrade to HP Asset Manager version 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 upgrade information for the HP AssetCenter product?

Answer Information on upgrading from prior versions to Asset Manager version 5.10 is included in the Asset Manager version 5.10 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 AssetCenter version 4.3x or prior environment using in-house technical resources. Where do I get all the required software?

Answer You can request the HP Asset Manager version 5.10 media by sending or faxing in the 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 Asset Manager version 5.10 media. The release to be requested is labeled AMGR51.

Question I received this communication but I have already upgraded my HP AssetCenter installation to HP Asset Manager version 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 HP Asset Manager 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 January 31, 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	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 AssetCenter 4.3x or prior versions. HP will stop providing Support for these products on January 31, 2010. Self-Help Support will continue to be available through January 31, 2012. Customers are encouraged to begin reviewing their business requirements for AssetCenter. 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 AssetCenter support contract?
Answer	Upon the End of Support date of HP AssetCenter version 4.3x and prior versions, your support contract will automatically be updated to reflect HP Asset Manager version 5.10 product numbers. In case you haven't upgraded to HP Asset Manager version 5.10 by this date, you can continue to get Self-Help Support for HP AssetCenter versions 4.3x or prior until January 31, 2012.
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 AssetCenter 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 Asset manager version 5.10 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 AssetCenter version 4.3x or prior to HP Asset Manager version 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 AssetCenter version 4.3x or prior to HP Asset Manager version 5.10, can I expect the same support pricing compared to my existing HP AssetCenter version?
Answer	Not necessarily. Each product support price is determined independently.
Question	What migration services are available to help me upgrade?
Answer	HP Software Services 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 AssetCenter 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

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