



HP Software AssetCenter 4.4x & 5.0x Obsolescence Announcement Frequently Asked Questions

On October 1, 2010 HP announced the end of sale date and end of support dates for AssetCenter 4.4x & 5.0x.

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

Product related questions

Question When is HP discontinuing AssetCenter 4.4x & 5.0x?

Answer Effective October 1, 2010, HP is announcing the discontinuance of AssetCenter 4.4x & 5.0x. Current customers may continue to purchase additional licenses of AssetCenter 4.4x & 5.0x until May 1, 2011. 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 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 Ship Release is version 5.20. Please check the [IT Management Products](#) page or otherwise check with your local HP sales representative or HP software business partner for the latest information.

Question Why is HP discontinuing AssetCenter 4.4x & 5.0x?

Answer HP AssetCenter has been succeeded by HP Asset Manager and HP is announcing the obsolescence of HP AssetCenter. This is in accordance with the HP Software Supported Version Policy 4.3. Definitions of terms are documented in the [HP Software product 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 AssetCenter 4.4x & 5.0x?

Answer AssetCenter 4.4x & 5.0x will continue to be available for purchase to current support customers through May 1, 2011. 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 AssetCenter 4.4x & 5.0x? 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 new license keys when upgrading to Asset Manager 5.20?

Answer Yes, you need new license entitlements when you upgrade to Asset Manager 5.20. However, you need to update your support contract prior to receiving the new license keys. The support contract gets updated automatically at the time of next renewal. If your support contract has already been updated with the Asset Manager products, you can use [My Updates](#) portal to request the license keys. If your support contract has not been updated, please contact your sales representative or contract administrator to request this migration to Asset Manager 5.20.

Question Who 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/hpssoftwaresupport/
- HP Technical Support:
www.hp.com/go/hpssoftwaresupport/casemanager/submitcase

Question What are the hardware requirements to upgrade to Asset Manager 5.20?

Answer 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.

Question Where can I find upgrade information for Asset Manager 5.20?

Answer Your local HP sales representative or HP Software Business Partner can help you get this information, alternatively please see the Customer Letter for further details.

Question I plan to upgrade my AssetCenter 4.4x & 5.0x environment using in-house technical resources. Where do I get all the required software?

Answer All AssetCenter 4.4x & 5.0x support customers can download Asset Manager 5.20 media via 'My Updates' once their support contract is updated. Asset Manager maintenance release updates (e.g., 5.22) can also be downloaded via 'Patch Download', once the contract is updated. Please contact your sales representative or contract administrator to request this migration to Asset Manager 5.20.

Support contract related questions

Question What is the end of support date?

Answer The End of Support date for AssetCenter 4.4x & 5.0x is August 31, 2012. As of this date all customer support activities for this version 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 key dates.

Question What are my discontinuance options?

Answer Customers have the option to continue using AssetCenter 4.4x & 5.0x. HP will stop providing support for AssetCenter 4.4x & 5.0x on August 31, 2012. Self-Help Support will continue to be available through August 31, 2014. Customers are encouraged to begin reviewing their business requirements for AssetCenter 4.4x & 5.0x. 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 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 AssetCenter 4.4x & 5.0x 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 When I upgrade from AssetCenter 4.4x & 5.0x to Asset Manager 5.20, can I continue my existing support contracts until they expire?

Answer Yes, but your support contract needs to be updated to reflect your migration to Asset Manager. Please contact your sales representative or contract administrator to request this migration to Asset Manager 5.20.

Question When I upgrade from AssetCenter 4.4x & 5.0x to Asset Manager 5.20, can I expect the same support pricing compared to AssetCenter 4.4x & 5.0x?

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

Question What migration services are available to help me upgrade?

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

Question What educational training packages are available for Asset Manager 5.20?

Answer A listing of Asset Manager related training courses can be viewed [here](#). A general listing of HP Software training courses can be viewed [here](#). Your local HP sales representative or HP software business partner can help you get this information.

For more information

For more information on Asset Manager 5.20 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/hpssoftwaresupport/

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

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For more information, go to www.hp.com/go/software

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