

# HP Software Business Availability Center 8.x and Business Availability Center Problem Isolation Obsolescence Announcement

## Frequently Asked Questions

On May 1, 2013, HP announced the end of sale date and end of support dates for Business Availability Center 8.x and the product obsolescence of Business Availability Center Problem Isolation. Included in the Business Availability Center 8.x version obsolescence is the obsolescence of the pre November 2009 product structure for Business Availability Center for Diagnostics (Diag), Real User Monitor (RUM), Transaction Vision (TV), Business Process Insight (BPI), BAC for Siebel and BAC for SAP, because Business Availability Center 8.x is the last version that supports this product structure for these products.

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

### Product related questions

<i>Question</i>	When is HP discontinuing <ul style="list-style-type: none"><li>• Business Availability Center 8.x</li><li>• Business Availability Center Problem Isolation</li><li>• Pre November 2009 product structure for Business Availability Center for Diag, RUM, TV, BPI, BAC for Siebel and BAC for SAP?</li></ul>
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*Answer* Effective May 1, 2013, HP is announcing the discontinuance of Business Availability Center 8.x, Business Availability Center Problem Isolation and the pre November 2009 product structure for Business Availability Center for Diag, RUM, TV, BPI, BAC for Siebel and BAC for SAP. Current customers may continue to purchase additional licenses of Business Availability Center 8.x, Business Availability Center Problem Isolation and the pre-November 2009 product structure for Business Availability Center for Diag, RUM, TV, BPI, BAC for Siebel, BAC for SAP until July 1, 2013. As of this date, the products will be removed from HP's Corporate Price List and will no longer be orderable.

<i>Question</i>	Why is HP discontinuing Business Availability Center 8.x, Business Availability Center Problem Isolation and the pre-November 2009 product structure for Business Availability Center for Diag, RUM, TV, BPI, BAC for Siebel, BAC for SAP?
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*Answer* Effective with the new release of Business Service Management 9.2x, HP is announcing the obsolescence of the older versions of Business Availability Center

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(Business Availability Center was renamed to Business Service Management). This is in accordance with the HP Software Supported Version Policy 4.4. Definitions of terms are documented in the [HP Software product version obsolescence guidelines](#).

Business Availability 8.x is the last version that supports Problem Isolation. For this reason, we are announcing the product obsolescence of Problem Isolation at the same time.

Business Availability Center 8.x is the last version that supports the pre November 2009 product structure for Diag, RUM, TV, BPI, BAC for Siebel and BAC for SAP. For this reason, we are announcing obsolescence of this product structure at the same time.

*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 Business Availability Center 8.x and Business Availability Center Problem Isolation?

*Answer* Business Availability Center 8.x and Business Availability Center Problem Isolation will continue to be available for purchase to current support customers through July 1, 2013. 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 Business Availability Center 8.x and Business Availability Center Problem Isolation? 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 to request new license keys when upgrading to Business Service Management 9.2x??

*Answer* Yes, you have to request new license keys for Business Service Management 9.2x in case of an upgrade from Business Availability Center 8.x. As a pre-requisite, your support contract needs to be updated. Please contact your local HP sales representative or HP software business partner to have your support contract updated.

Once your support contract has been updated and is active, you can get your license keys from the My Updates portal at [hp.com/software/updates](http://hp.com/software/updates).

For Enterprise License Agreement (ELA) customers, use Software Activation Website (SAW) to request a new Business Service Management 9.2x license key. To upgrade an existing license to Business Service Management 9.2x, locate your license certificate and follow the prompt to upgrade.

*Question* What version of Business Availability 8.x is currently available and what upgrade plans do you have for the product, if any?

*Answer* The latest version is Business Service Management 9.2x. 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* Who can I contact if I have more questions with regards to this product discontinuance?

*Answer* You have several options available to you:

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- Contact your local HP sales representative or your local HP software business partner: [h20229.www2.hp.com/buy/index.html](http://h20229.www2.hp.com/buy/index.html)
- Web Self Solve: [hp.com/go/hpssoftwaresupport/](http://hp.com/go/hpssoftwaresupport/)
- HP Technical Support: [hp.com/go/hpssoftwaresupport/casemanager/submitcase](http://hp.com/go/hpssoftwaresupport/casemanager/submitcase)

<i>Question</i>	What are the hardware requirements to upgrade to Business Service Management 9.2x?
<i>Answer</i>	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.
<i>Question</i>	Where can I find upgrade information for Business Service Management 9.2x?
<i>Answer</i>	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.
<i>Question</i>	I plan to upgrade my Business Availability Center 8.x environment using in-house technical resources. Where do I get all the required software?
<i>Answer</i>	All Business Availability Center 8.x support customers can download Business Service Management 9.2x media via 'My Updates'.
<i>Question</i>	Related to the product obsolescence of Business Availability Center Problem Isolation, what replacement product would you suggest?
<i>Answer</i>	Customers are encouraged to review HP Service Health Analyzer as the replacement product. HP Service Health Analyzer is available as a replacement product as of Business Service Management 9.10. Please contact your local HP sales representative or HP software business partner for additional information.
<i>Question</i>	What is the concurrent support time period?
<i>Answer</i>	There will be 12 months of concurrent support for getting migrated to Business Service Management 9.2x.

### Support contract related questions

<i>Question</i>	What is the end of support date?
<i>Answer</i>	The End of Support date for Business Availability Center 8.x and Business Availability Center Problem Isolation is April 30, 2015. As of this date all customer support activities for this version will cease, this includes: <ul style="list-style-type: none"> <li>• Telephone support</li> <li>• Security Rule updates</li> <li>• Product upgrades</li> </ul>
<i>Question</i>	Are there any other key dates I need to be aware of?
<i>Answer</i>	Please see Customer Letter page 1 for key dates.

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<i>Question</i>	What are my discontinuance options?
<i>Answer</i>	Customers have the option to continue using Business Availability Center 8.x and Business Availability Center Problem Isolation. HP will stop providing support for Business Availability Center 8.x and Business Availability Center Problem Isolation on April 30, 2015. Self-Help Support will continue to be available through April 30, 2017. Customers are encouraged to begin reviewing their business requirements for Business Availability Center 8.x and Business Availability Center Problem Isolation. 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.
<i>Question</i>	Can I get a support contract for technical support only, without having to pay for upgrades?
<i>Answer</i>	No, support contracts include both technical support and software updates.
<i>Question</i>	Should there be a defect with a version of Business Availability Center 8.x or Business Availability Center Problem Isolation for which no defect fixing is done anymore, can I pay for a fix to be implemented on my request?
<i>Answer</i>	HP may choose to offer defect fixes at a premium price, depending on available resources.
<i>Question</i>	If I am on a support contract, what will I be entitled to?
<i>Answer</i>	You should have received a letter or electronic notification from HP to inform you about the availability of Business Service Management 9.2x 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 Representative or your HP Software Business Partner can help provide information and assistance to enable your upgrade to be easy and successful.
<i>Question</i>	When I upgrade from Business Availability Center 8.x to Business Service Management 9.2x, can I continue my existing support contracts until they expire?
<i>Answer</i>	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.
<i>Question</i>	When I upgrade from Business Availability Center 8.x to Business Service Management 9.2x, can I expect the same support pricing compared to Business Availability Center 8.x?
<i>Answer</i>	Not necessarily. Each product support price is determined independently.
<i>Question</i>	What migration services are available to help me upgrade?
<i>Answer</i>	A partner facing service for doing a Business Availability Center 8.x to Business Service Management 9.x Upgrade Technical Assessment is available at: <a href="http://h20229.www2.hp.com/partner/protected/bto/portfolio/services/ps.html">http://h20229.www2.hp.com/partner/protected/bto/portfolio/services/ps.html</a>
<i>Question</i>	What educational training packages are available for Business Service Management 9.2x?
<i>Answer</i>	Your local HP sales representative or HP software business partner can help you get this information.

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## For more information

For more information on Business Service Management 9.2x and HP Software services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:

[hp.com/go/software](http://hp.com/go/software)

[hp.com/go/hpssoftwaresupport/](http://hp.com/go/hpssoftwaresupport/)

[hp.com/go/hpssoftwaresupport/support-lifecycle](http://hp.com/go/hpssoftwaresupport/support-lifecycle)

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