



## HP Business Availability Center 6.9x & 7.0x Version Obsolescence Announcement Frequently Asked Questions

On April 1<sup>st</sup>, 2009, HP announced the version maturity, end of sale date and end of support date for HP Business Availability Center versions 6.9x & 7.0x. This document provides you with answers to frequently asked questions regarding this announcement.

### Product related questions

**Question** When is HP discontinuing HP Business Availability Center versions 6.9x & 7.0x products?

**Answer** Effective April 1, 2009, HP is announcing discontinuance of HP Business Availability Center versions 6.9x & 7.0x. Current customers may continue to purchase additional licenses of HP Business Availability Center version 6.9x & 7.0x through June 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 Business Availability Center versions 6.9x & 7.0x?

**Answer** Effective with the new release of HP Business Availability Center version 8.00, HP is announcing the obsolescence of the older version i.e. HP Business Availability Center versions 6.9x & 7.0x. 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 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 HP Business Availability Center 6.9x & 7.0x?

**Answer** HP Business Availability Center versions 6.9x & 7.0x licenses will continue to be available for purchase to current support customers through June 1, 2009. As of that date, you will no longer be able to purchase additional licenses of the product. HP Business Availability Center 8.00 provides advanced features and is available to all support customers as a free upgrade.

**Question** Can I still purchase additional licenses for versions of HP Business Availability Center 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** What version of HP Business Availability Center is currently available and what upgrade plans do you have for the product, if any?

**Answer** The latest version of HP Business Availability Center is version 8.00. Please check [www.hp.com/go/software](http://www.hp.com/go/software) (Products -> Products A-Z -> Business Availability Center) or otherwise check with your local HP sales representative or HP software business partner for the latest information.

**Question** Can I continue using my existing license keys for HP Business Availability Center?

**Answer** The HP Business Availability Center version 8.00 license keys are different from the license keys used in earlier versions. Please visit the HP Software Support Online website ([www.hp.com/go/hpsoftwaresupport/casemanager/submitcase](http://www.hp.com/go/hpsoftwaresupport/casemanager/submitcase)) and log a 'non-technical/business' case (select 'licensing' from the problem category drop down list) to obtain your HP Business Availability Center 8.00 license keys.

**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](http://h20229.www2.hp.com/buy/index.html)
- Web Self Solve:  
[www.hp.com/go/hpsoftwaresupport/](http://www.hp.com/go/hpsoftwaresupport/)
- HP Technical Support:  
[www.hp.com/go/hpsoftwaresupport/casemanager/submitcase](http://www.hp.com/go/hpsoftwaresupport/casemanager/submitcase)

**Question** What are the hardware requirements to upgrade to HP Business Availability Center Version 8.00?

**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 the HP Business Availability Center product?

**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 HP Business Availability Center version 6.9x & 7.0x environment using in-house technical resources. Where do I get all the required software?

**Answer** You can request the HP Business Availability Center version 8.00 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 Business Availability Center version 8.00 media. The release to be requested is labeled BAC8MD.

**Question** I received this communication, but I have already upgraded HP Business Availability Center version 6.9x & 7.0x to HP Business Availability Center version 8.00. 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 Business Availability Center version 8.00. 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 for HP Business Availability Center versions 6.9x & 7.0x is September 30<sup>th</sup> 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 key dates.

**Question** What are my discontinuance options?

**Answer** Customers have the option to continue using HP Business Availability Center version 6.9x & 7.0x. HP will stop providing support for these products on September 30<sup>th</sup>, 2010. Self-Help Support will continue to be available through September 30<sup>th</sup>, 2012. Customers are encouraged to begin reviewing their business requirements for HP Business Availability Center. 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 HP Business Availability Center 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 Business Availability Center 8.00 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 Business Availability Center versions 6.9x & 7.0x to HP Business Availability Center version 8.00, 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 Business Availability Center versions 6.9x & 7.0x to HP Business Availability Center version 8.00, can I expect the same support pricing compared to HP Business Availability Center version 6.9x & 7.0x?

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.

## For more information

For more information on HP Business Availability Center 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](http://www.hp.com/go/software)

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

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

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For more information, go to [www.hp.com/go/software](http://www.hp.com/go/software)

04/2009. Printed in the U.S.



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