



## HP BI Portal Product Obsolescence Announcement Frequently Asked Questions

On October 1, 2008, HP announced the product discontinuance, end of sale date and end of support dates for HP BI Portal. This document provides you with answers to frequently asked questions regarding this announcement.

### Product related questions

**Question** When is HP discontinuing HP BI Portal products?

**Answer** Effective October 1, 2008, HP is discontinuing HP BI Portal. Current customers may continue to purchase additional licenses of the HP BI Portal products through December 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 BI Portal is currently available and what upgrade plans do you have for the product, if any?

**Answer** HP BI Portal has been succeeded by HP DecisionCenter. Please check [www.hp.com/go/software](http://www.hp.com/go/software) (Products -> Products A-Z -> DecisionCenter) or otherwise check with your local HP sales representative or HP Software business partner for the latest information.

**Question** Why is HP discontinuing HP BI Portal 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 BI Portal?

**Answer** HP BI Portal will continue to be available for purchase to support customers through December 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 BI Portal 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](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 DecisionCenter version 1.0 (IT Performance Analytics module)?

**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 Decision Center product?

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

**Question** I plan to upgrade my HP BI Portal environment using in-house technical resources. Where do I get all the required software?

**Answer** You can request the HP DecisionCenter version 1.0 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 DecisionCenter version 1.0 media. The release to be requested is labeled DCTMIG.

**Question** I received this communication but I have already upgraded my HP BI Portal installation to HP DecisionCenter version 1.0. 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 DecisionCenter 1.0. 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 March 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 BI Portal. HP will stop providing Support for these products on March 31, 2010. Self-Help Support will continue to be available through March 31, 2012. Customers are encouraged to begin reviewing their business requirements for BI Portal. 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 BI Portal 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 DecisionCenter 1.0 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 BI Portal to HP DecisionCenter 1.0 (IT Performance Analytics module), 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 BI Portal to HP DecisionCenter 1.0 (IT Performance Analytics module), can I expect the same support pricing compared to my existing HP BI Portal 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 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](http://www.hp.com/managementsoftware/products)

[www.hp.com/managementsoftware/services](http://www.hp.com/managementsoftware/services)

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

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