



HP Business Process Insight 2.1x

Version Obsolescence Announcement

Frequently Asked Questions

On July 1st, 2008, HP announced the version maturity and end of support dates for HP Business Process Insight Version 2.1x. This document provides you with answers to frequently asked questions regarding this announcement.

Product related questions

Question When is HP discontinuing HP Business Process Insight Version 2.1x?

Answer Effective July 1st, 2008, HP is announcing discontinuance of HP Business Process Insight Version 2.1x. Current customers may continue to purchase additional copies of HP Business Process Insight products through September 1, 2008. As of this date, the products will be removed from HP's Corporate Price List and will no longer be orderable.

Question Why is HP discontinuing HP Business Process Insight Version 2.1x?

Answer Effective with the new release of HP Business Process Insight Version 7.50, HP is announcing the obsolescence of the older version i.e. HP Business Process Insight Version 2.1x. This is in accordance with the HP Software Supported Version Policy Version 4.2.

Question Why did HP Business Process Insight's version numbers move from 2.x to 7.50?

Answer HP Business Process Insight's version number has jumped from 2.x to 7.50 in order to be aligned with the Business Availability Center (BAC) product lines with which it is now being increasingly sold and marketed.

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 Process Insight 2.1x?

Answer These products will continue to be available for purchase to current support customers through September 1, 2008. After that date you will no longer be able to purchase additional copies of these products.

Question	Can I still purchase additional licenses for versions of HP Business Process Insight 2.1x that are no longer covered by full support or maintenance support? If yes, how?
Answer	No additional licenses can be purchased after September 1, 2008.
Question	What version of HP Business Process Insight is currently available and what upgrade plans do you have for the product, if any?
Answer	The latest version of HP Business Process Insight is version 7.50. Please check www.hp.com/go/software (Products -> Products A-Z -> Business Process Insight) 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: <ul style="list-style-type: none"> • 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 HP Business Process Insight Version 7.50?
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 Business Process Insight 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 Process Insight version 2.1x environment using in-house technical resources. Where do I get all the required software?
Answer	You can request the HP Business Process Insight version 7.50 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 Process Insight version 2.20 media. The release to be requested is labeled BPI75M.
Question	I received this communication but I have already upgraded HP Business Process Insight version 2.1x to HP Business Process Insight version 7.50. 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 Process Insight version 7.50. 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 Dec 31st, 2009 for BPI 2.1x. 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 Process Insight version 2.1x. HP will stop providing Support for these products on Dec 31, 2009. Self-Help Support will continue to be available through Dec 31, 2011. Customers are encouraged to begin reviewing their business requirements for HP Business Process Insight. 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 Business Process Insight support contract?

Answer Upon the End of Support date of HP Business Process Insight version 2.1x, your support contract will automatically be updated to reflect HP Business Process Insight version 7.50 product numbers. In case you haven't upgraded to HP Business Process Insight version 7.50 by this date, you can continue to get Self-Help Support for Business Process Insight version 2.1 until Dec 31, 2011.

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 Process Insight 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 Process Insight 7.50 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 Process Insight version 2.1x to HP Business Process Insight version 7.50, 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 Process Insight version 2.1x to HP Business

Process Insight version 7.50, can I expect the same support pricing compared to HP Business Process Insight version 2.1x?

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 Process Insight 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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