



HP OpenView Business Process Insight Version 1.1 and HP OpenView Service Desk Process Insight 1.1 Obsolescence Announcement Frequently Asked Questions

On February 1, 2007, HP announced the version maturity, end of sale date and end of support dates for HP OpenView Business Process Insight (OVBPI) version 1.1 and HP OpenView Service Desk Process Insight (OVSDPI) version 1.1. This document provides you with answers to frequently asked questions regarding this announcement.

Product related questions

Question When is HP discontinuing the OVBPI version 1.1 or OVSDPI version 1.1 products?

Answer Effective July 31, 2008 HP is discontinuing HP OpenView Business Process Insight (OVBPI) version 1.1 and HP OpenView Service Desk Process Insight (OVSDPI) version 1.1. Current customers may continue to purchase additional copies of version 1.1 through July 1, 2007. As of this date, the product will be removed from HP's Corporate Price List and will no longer be orderable.

Question What product numbers are affected by this version maturity?

Answer

| Product # | Description |
|-----------|--|
| BA130AA | HP OpenView BPI Media |
| BA132AA | HP OpenView BPI - 1 Business Process LTU |
| BA135AA | HP OpenView BPI - 3 Business Process LTU |
| BA159AA | HP OpenView SD BPI - Helpdesk Mgmt RTU |
| BB204AA | HP OpenView SD BPI - Change Mgmt RTU |
| BB205AA | HP OpenView SD Process Insight Media |

Question Why is HP OpenView Service Desk Process Insight (OVSDPI) version 1.1 being discontinued at the same time as OVBPI version 1.1?

Answer OVSDPI is a licensing bundled applied to OVBPI and so is linked to all release and discontinuation cycles. Therefore for the purposes of discontinuation all the questions and answers in this document can be applied to both products.

Question Why is there no longer a separate Media product number for OVSDPI versions 2.02 or 2.10?

Answer From version 2 onwards, the software components of OVSDPI were included in the

media of OVBPI. Therefore to receive the later versions of OVSDPI you will need the OVBPI media. (OVBPI Media for 2.02 is BB211AA and for 2.10 is BB215AA)

Question When is the last date I can order OVBPI version 1.1 or OVSDPI version 1.1?

Answer OVBPI version 1.1 or OVSDPI version 1.1 will continue to be available for purchase to current customers through July 1, 2007. After that date you will no longer be able to purchase additional copies of the product.

Question Can I still purchase additional licenses for versions of OVBPI version 1.1 or OVSDPI version 1.1 that are no longer covered by support?

Answer No additional licenses can be purchased after July 1, 2007.

Question What versions of OVBPI version 1.1 or OVSDPI version 1.1 are currently available and what upgrade plans do you have for the product, if any?

Answer The latest versions of OVBPI and OVSDPI are version 2.02 and 2.10 and were released in December 2005 and January 2007 respectively. HP strongly recommends customers using OVBPI version 1.1 or OVSDPI version 1.1 to upgrade to version 2.02. Please check www.hp.com/managementsoftware or otherwise check with your local HP sales representative or HP software business partner for more information.

Question Can I upgrade directly to version 2.10 from 1.1?

Answer No, to upgrade to 2.10 you would first have to upgrade to 2.02.

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: www.hp.com/managementsoftware/buy
- Web Self Solve: www.hp.com/managementsoftware/services
- HP Technical Support: www.hp.com/managementsoftware/submit_call

Question What are the hardware requirements to upgrade to version 2.02?

Answer Hardware requirements can vary from release to release, 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 OVBPI version 1.1 or OVSDPI version 1.1 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 OVBPI version 1.1 or OVSDPI version 1.1 environment using in-house technical resources. Where do I get all the required software?

Answer In case you didn't request the OVBPI version 2.02 media at the time you received the new release notification for that version, please make a request either from Software Update Manager, your local HP contract administration representative or your HP OpenView Services Integrator (SVI) partner to provide you with the OVBPI version 2.02 media. The release to be requested is labeled BPI202 and can be requested until January 2008.

Question I received this communication but I have already upgraded my OVBPI version 1.1 or OVSDPI version 1.1 installation to version 2.02 Do I need to do anything?

Answer Some or all of your support contracts might not have been updated to reflect your upgrade to OVBPI version 2.02. Please get in touch with your local HP contract administration representative or your HP OpenView 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 July 31, 2008. 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 more details.

Question What are my discontinuance options?

Answer Customers have the option to continue using OVBPI version 1.1 or OVSDPI version 1.1. HP will stop providing Support for this product on July 31, 2008. Self-Help Support will continue to be available through July 31, 2010. Customers are encouraged to begin reviewing their business requirements for OVBPI version 1.1 or OVSDPI version 1.1. 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 OVBPI version 1.1 or OVSDPI version 1.1 support contract?

Answer Upon the End of Support date of OVBPI version 1.1 or OVSDPI version 1.1 your support contract will automatically be updated to reflect OVBPI version 2.02 product numbers. In case you haven't upgraded to version 2.02 by this date, you can continue to get Self-Help Support for OVBPI version 1.1 or OVSDPI version 1.1 until July 31, 2010.

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 OVBPI version 1.1 or OVSDPI version 1.1 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 version 2.02 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 OVBPI version 1.1 or OVSDPI version 1.1 to version 2.02, 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 OpenView Services Integrator (SVI) partner to get your support contract updated accordingly.

Question When I upgrade from OVBPI version 1.1 or OVSDPI version 1.1 to version 2.02, can I expect the same support pricing compared to OVBPI version 1.1?

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

For more information

For more information on HP OpenView 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/managementsoftware/products

www.hp.com/managementsoftware/services

www.hp.com/managementsoftware/support-lifecycle

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