

HP Software Business Service Management 9.0x Obsolescence Announcement

Frequently Asked Questions

On May 1, 2013, HP announced the end of sale date and end of support dates for Business Service Management 9.0x.

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

Product related questions

<i>Question</i>	When is HP discontinuing Business Service Management 9.0x?
<i>Answer</i>	Effective May 1, 2013, HP is announcing the discontinuance of Business Service Management 9.0x. Current customers may continue to purchase additional licenses of Business Service Management 9.0x 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 Service Management 9.0x?
<i>Answer</i>	Effective with the new release of Business Service Management 9.2x, HP is announcing the obsolescence of the older version of 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 .
<i>Question</i>	What product numbers are affected by this obsolescence?
<i>Answer</i>	Please refer to Appendix B in the customer letter for the list of affected product numbers.
<i>Question</i>	When is the last date I can order Business Service Management 9.0x?
<i>Answer</i>	Business Service Management 9.0x 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.
<i>Question</i>	Can I still purchase additional licenses for Business Service Management 9.0x? If yes, how?
<i>Answer</i>	Additional licenses may not be purchased for versions that are discontinued and past their end of sale date.
<i>Question</i>	Do I need to request new license keys when upgrading to Business Service Management 9.2x??

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Answer In general, no new license keys are required for an upgrade from Business Service Management 9.0x to Business Service Management 9.2x. As an exception, customers on Business Service Management 9.0x that own Diagnostics and/or APM 360 will need to get new version Business Service Management 9.10 license keys from the My Updates portal for an upgrade to version 9.1x or 9.2x.

Question What version of Business Service Management 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:

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

Question What are the hardware requirements to upgrade to Business Service Management 9.2x?

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 Business Service Management 9.2x?

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 Business Service Management 9.0x environment using in-house technical resources. Where do I get all the required software?

Answer All Business Service Management 9.0x support customers can download Business Service Management 9.2x media via 'My Updates'.

Question What is the concurrent support time period?

Answer There will be 6 months of concurrent support for getting migrated from Business Service Management 9.0x to Business Service Management 9.2x.

Support contract related questions

Question What is the end of support date?

Answer The End of Support date for Business Service Management 9.0x is April 30, 2014. As of this date all customer support activities for this version will cease, this includes:

- Telephone support

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- Security Rule updates
- Product upgrades

<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.
<i>Question</i>	What are my discontinuance options?
<i>Answer</i>	Customers have the option to continue using Business Service Management 9.0x. HP will stop providing support for Business Service Management 9.0x on April 30, 2014. Self-Help Support will continue to be available through April 30, 2016. Customers are encouraged to begin reviewing their business requirements for Business Service Management 9.0x. 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 Service Management 9.0x 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 Representatives 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 Service Management 9.0x to Business Service Management 9.2x, can I continue my existing support contracts until they expire?
<i>Answer</i>	Yes, your support contract will be updated automatically at the next renewal time.
<i>Question</i>	When I upgrade from Business Service Management 9.0x 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>	Your local HP sales representative or HP software business partner can help you get this information.

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Question

What educational training packages are available for Business Service Management 9.2x?

Answer

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

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

hp.com/go/hpsoftwaresupport/

hp.com/go/hpsoftwaresupport/support-lifecycle

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