



# HP Business Process Insight 2.0x Version Obsolescence Announcement Frequently Asked Questions

On December 1<sup>st</sup>, 2007, HP announced the version maturity and end of support dates for HP Business Process Insight Version 2.0x. This document provides you with answers to frequently asked questions regarding this announcement.

## Product related questions

**Question** When is HP discontinuing this HP Business Process Insight Version 2.0x?

**Answer** Effective December 1<sup>st</sup>, 2007, HP is announcing discontinuance of HP Business Process Insight Version 2.0x. Current customers may continue to purchase additional copies of HP Business Process Insight product through February 1, 2008. 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 this HP Business Process Insight Version 2.0x?

**Answer** Effective the new release of Business Process Insight Version 2.20, HP is announcing the obsolescence of the older version i.e. HP Business Process Insight Version 2.0x. This is in accordance with the HP Software Supported Version Policy Version 4.2

**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 Business Process Insight 2.0x product?

**Answer** HP Business Process Insight 2.0x will continue to be available for purchase to current Business Process Insight customers through February 1, 2008. 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 HP BPI 2.0x that are no longer covered by full support or maintenance support? If yes, how?

**Answer** No additional licenses can be purchased after February 1, 2008.

**Question** What version of HP BPI is currently available and what upgrade plans do you have for the product, if any?

**Answer** The latest version of HP BPI is version 2.20. Please check [www.hp.com/go/software](http://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:

- Contact your local HP sales representative or your local HP software business partner: [www.hp.com/managementsoftware/buy](http://www.hp.com/managementsoftware/buy)
- Web Self Solve: [www.hp.com/managementsoftware/services](http://www.hp.com/managementsoftware/services)
- HP Technical Support: [www.hp.com/managementsoftware/submit\\_call](http://www.hp.com/managementsoftware/submit_call)

**Question** What are the hardware requirements to upgrade to Business Process Insight Version 2.20?

**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 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 Business Process Insight version 2.20 environment using in-house technical resources. Where do I get all the required software?

**Answer** You can request the HP Business Process Insight version 2.20 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 BPI220.

**Question** I received this communication but I have already upgraded Business Process Insight version 2.0x to Business Process Insight version 2.20. Do I need to do anything?

**Answer** Some or all of your support contracts might not have been updated to reflect your upgrade to Business Process Insight version 2.20. 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 May 31<sup>st</sup>, 2009. 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 Business Process Insight version 2.0x. HP will stop providing Support for this product on May 31<sup>st</sup>, 2009. Self-Help Support will continue to be available through May 31<sup>st</sup>, 2011. Customers are encouraged to begin reviewing their business requirements for 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** 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 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 Business Process Insight 2.20 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 2.0x to HP Business Process Insight version 2.20, 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 2.0x to HP Business Process Insight version 2.20, can I expect the same support pricing compared to HP Business Process Insight version 2.0x?

**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 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](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.hp.com/go/software](http://www.hp.com/go/software)

12/2007. Printed in the U.S.

