



# HP Configuration Management 5.10, HP Client Automation Enterprise 5.11 & 7.2 Version Obsolescence Announcement Frequently Asked Questions

On May 1<sup>st</sup>, 2010, HP announced the version maturity, end of sale date and end of support date for HP Configuration Management 5.10, HP Client Automation Enterprise 5.11 & 7.2. This document provides you with answers to frequently asked questions regarding this announcement.

## Product related questions

*Question* When is HP discontinuing HP Configuration Management 5.10, HP Client Automation Enterprise 5.11 & 7.2?

*Answer* Effective May 1, 2010, HP is announcing discontinuance of HP Configuration Management 5.10, HP Client Automation Enterprise 5.11 & 7.2. Current customers may continue to purchase additional licenses of HP Configuration Management 5.10, HP Client Automation Enterprise 5.11 & 7.2 through July 1, 2010. 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 HP Configuration Management 5.10, HP Client Automation Enterprise 5.11 & 7.2?

*Answer* Effective with the new release of HP Client Automation Enterprise version 7.8 (new name for HP Configuration Management), HP is announcing the obsolescence of the older version i.e. HP Configuration Management 5.10, HP Client Automation Enterprise 5.11 & 7.2. This is in accordance with the HP Software Supported Version Policy 4.3. Definitions of terms are documented in the HP Software product version obsolescence guidelines.

*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 Configuration Management 5.10, HP Client Automation Enterprise 5.11 & 7.2?

*Answer* HP Configuration Management 5.10, HP Client Automation Enterprise 5.11 & 7.2 licenses will continue to be available for purchase to current support customers through July 1, 2010. As of that date, you will no longer be able to purchase

additional licenses of the product. HP Client Automation Enterprise version 7.8 provides advanced features and is available to all support customers as a free upgrade.

**Question** Can I still purchase additional licenses for versions of HP Configuration Management 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** What version of HP Configuration Management is currently available and what upgrade plans do you have for the product, if any?

**Answer** The latest version of HP Configuration Management is HP Client Automation Enterprise version 7.8. Customers who are using HP Client Automation Enterprise 5.11 localized release should plan to upgrade to HP Client Automation Enterprise 7.5 localized release. Please check [www.hp.com/go/clientautomation](http://www.hp.com/go/clientautomation) or otherwise check with your local HP sales representative or HP software business partner for the latest information.

**Question** Can I continue using my existing license keys for HP Configuration Management?

**Answer** Yes, you can continue using your existing license keys.

**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](http://h20229.www2.hp.com/buy/index.html)
- Web Self Solve:  
[www.hp.com/go/hpssoftwaresupport/](http://www.hp.com/go/hpssoftwaresupport/)
- HP Technical Support:  
[www.hp.com/go/hpssoftwaresupport/casemanager/submitcase](http://www.hp.com/go/hpssoftwaresupport/casemanager/submitcase)

**Question** What are the hardware requirements to upgrade to HP Client Automation Enterprise version 7.8?

**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 the HP Configuration Management or HP Client Automation Enterprise 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 Configuration Management 5.10, HP Client Automation Enterprise 5.11 & 7.2 environment using in-house technical resources. Where do I get all the required software?

**Answer** All HP Configuration Management 5.10, HP Client Automation Enterprise 5.11 & 7.2 support customers can download the version 7.8 media via 'My Updates'. To do this, the HP Configuration Management or HP Client Automation media product number should be on your support contract. If the media product number is not listed in your support contract, please get in touch with your contract administrator to have it added.

**Question** I received this communication, but I have already upgraded HP Configuration

Management 5.10, HP Client Automation Enterprise 5.11 & 7.2 to HP Client Automation version 7.8 (HP Client Automation Enterprise version 7.5 Multi Language for localized release). 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 Client Automation version 7.8(HP Client Automation Enterprise version 7.5 Multi Language for localized release). 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 for HP Configuration Management 5.10, HP Client Automation Enterprise 5.11 & 7.2 is October 31<sup>st</sup>, 2011. 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 Configuration Management 5.10, HP Client Automation Enterprise 5.11 & 7.2 HP will stop providing support for these products on October 31<sup>st</sup>, 2011. Self-Help Support will continue to be available through October 31<sup>st</sup>, 2013. Customers are encouraged to begin reviewing their business requirements for HP Client Automation Enterprise (also known as HP Configuration Management). 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 Client Automation Enterprise (also known as HP Configuration Management) 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 Client Automation Enterprise 7.8 (HP Client Automation Enterprise 7.5 Multi Language for localized release) 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 Configuration Management 5.10, HP Client Automation Enterprise 5.11 & 7.2 to HP Client Automation version 7.8(HP Client Automation

Enterprise 7.5 Multi Language for localized release), 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 Configuration Management 5.10, HP Client Automation Enterprise 5.11 & 7.2 to HP Client Automation version 7.8 (HP Client Automation 7.5 Multi Language for localized release), can I expect the same support pricing compared to HP Configuration Management 5.10, HP Client Automation Enterprise 5.11 & 7.2?

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

**Question** What migration tools, services and best practices are available to help me upgrade?

**Answer** HP Client Automation version 7.8 (or HP Client Automation Enterprise 7.5 Multi Language for localized release) media contains migration utilities that can help you migrate.

A set of migration best practices are available on the BSA Essentials Network. Please visit [www.hp.com/go/bsaenetwork](http://www.hp.com/go/bsaenetwork), and register for an account. Best practices are available in the Client Automation section.

HP Software Professional Services has vast expertise in helping organizations migrate Client Automation to the latest versions. The services team has the people, process and methodologies to provide a smooth migration for your environment. Please contact your HP Sales Representative or Account Manager for more details.

HP has also partnered with third party software service providers to aid you in your migrations. Our partners [Evergreen Systems](#) and [KN3](#) provide migration services whereas [SoftOne Solutions](#) and [Natoli](#) provide both migration services and tools that can make your migrations easy and successful.

## For more information

For more information on HP Configuration Management 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](http://www.hp.com/go/software)

[www.hp.com/go/hpssoftwaresupport/](http://www.hp.com/go/hpssoftwaresupport/)

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

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