



# HP Software Client Configuration Manager 2.0 Obsolescence Announcement Frequently Asked Questions

On December 1, 2007 HP announced the version maturity, end of sale date and end of support dates for HP Software Client Configuration Manager (CCM) version 2.0. This document provides you with answers to frequently asked questions regarding this announcement.

## Product related questions

**Question** When is HP discontinuing this CCM product?

**Answer** Effective October 31, 2008 HP is discontinuing CCM version 2.0. Current customers may continue to purchase additional copies of the CCM product through March, 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 CCM product?

**Answer** This is in accordance with the HP Software Supported Version Policy 4.2. Definitions of terms are documented in the HP Software product version obsolescence guidelines. The current releases of CCM is version 2.1.

**Question** What product numbers are affected by this discontinuance?

**Answer** Please refer to customer letter.

**Question** When is the last date I can order CCM 2.0?

**Answer** CCM 2.0 will continue to be available for purchase to current CCM customers through March 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 CCM that are no longer covered by full support or maintenance support? If yes, how?

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

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

**Answer** The latest version of CCM is version 2.1 and was released on November 1, 2007. Please check [www.hp.com/managementsoftware](http://www.hp.com/managementsoftware) (Products -> Products A-Z -> Full Product Name) or otherwise check with your local HP sales representative or HP

software business partner for the latest information.

**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](http://www.hp.com/managementsoftware/buy)
- Web Self Solve: [www.hp.com/managementsoftware/services](http://www.hp.com/managementsoftware/services)
- HP Technical Support: <http://support.openview.hp.com/casemanager/submitcase.do>

**Question** What are the hardware requirements to upgrade to CCM version 2.1?

**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 CCM 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 CCM version 2.0 environment using in-house technical resources. Where do I get all the required software?

**Answer** In case you didn't request the CCM version 2.0 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 Software Services Integrator (SVI) partner to provide you with the CCM version 2.1 media.

**Question** I received this communication but I have already upgraded my CCM installation to version 2.1. Do I need to do anything?

**Answer** Some or all of your support contracts might not have been updated to reflect your upgrade to CCM 2.1. 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 October 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.

Question	What are my discontinuance options?
Answer	Customers have the option to continue using CCM. HP will stop providing Support for this product on October 31, 2008. Self-Help Support will continue to be available through October 31, 2010. Customers are encouraged to begin reviewing their business requirements for CCM. 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 CCM support contract?
Answer	Upon the End of Support date of CCM version 2.0 your support contract will automatically be updated to reflect CCM version 2.1. In case you haven't upgraded to CCM version 2.1 by this date, you can continue to get Self-Help Support for CCM version 2.1 until October 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 CCM 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 CCM version 2.1 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 CCM version 2.0 to CCM version 2.1, 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 CCM version 2.0 to CCM version 2.1, can I expect the same support pricing compared to CCM version 2.0?
Answer	<a href="#">Not necessarily. Each product support price is determined independently</a>
Question	What migration services are available to help me upgrade?
Answer	<a href="http://support.openview.hp.com/radia_operational_service.jsp">http://support.openview.hp.com/radia_operational_service.jsp</a> <a href="http://support.openview.hp.com/radia.jsp">http://support.openview.hp.com/radia.jsp</a>

### For more information

For more information on Full Product Name 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.managementsoftware.hp.com](http://www.managementsoftware.hp.com)

Dec 2007. Printed in the U.S.

