



HP OpenView Client Configuration Manager 1.0 Version Obsolescence Announcement Frequently Asked Questions

On December 1, 2006, HP announced the version maturity, end of sale date and end of support dates for HP OpenView Client Configuration Manager (OVCCM) version 1.0. This document provides you with answers to frequently asked questions regarding this announcement.

Product related questions

Question When is HP discontinuing this HP OpenView Client Configuration Manager 1.0 product?

Answer Effective November 30, 2008, HP is discontinuing HP OpenView Client Configuration Manager version 1.0. Current customers may continue to purchase additional copies of the HP OVCCM version 1.0 products through June 1, 2007. 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 OpenView Client Configuration Manager version 1.0?

Answer This is in accordance with the HP OpenView Supported Version Policy 4.2. Definitions of terms are documented in the HP OpenView product version obsolescence guidelines.

Question What product numbers are affected by this version maturity?

Answer

Product #	Description
T3492AA	HP OpenView Client Config Mgr v1 Media

Question When is the last date I can order OVCCM 1.0?

Answer OVCCM 1.0 will continue to be available for purchase to current OVCCM customers through June 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 Client Configuration Manager version 1.0 that are no longer covered by support? If yes, how?

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

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

Answer The latest version of OVCCM is version 2.0 and was released in November 2006. Customers using OVCCM version 1.0 can directly upgrade to version 2.0. Please check www.hp.com/managementsoftware (Products -> Products A-Z -> Client Configuration Manager) 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
- 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 OVCCM version 2.0?

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 OVCCM 1.0 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 OVCCM version 1.0 environment using in-house technical resources. Where do I get all the required software?

Answer In case you didn't request the OVCCM 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 OpenView Services Integrator (SVI) partner to provide you with the OVCCM version 2.0 media. The release to be requested is labeled CCMV20 and can be requested until October 31, 2007.

Question I received this communication but I have already upgraded my OVCCM installation to version 2.0 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 OpenView Client Configuration Manager version 2.0. 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 November 30, 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 the important key dates for this obsolescence.

Question What are my discontinuance options?

Answer Customers have the option to continue using OVCCM version 1.0. HP will stop providing Support for this product on November 30, 2008. Self-Help Support will continue to be available through November 30, 2010. Customers are encouraged to begin reviewing their business requirements for OVCCM. 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 OVCCM support contract?

Answer Upon the End of Support date of OVCCM version 1.0 your support contract will automatically be updated to reflect OVCCM version 2.0 product numbers. In case you haven't upgraded to OVCCM version 2.0 by this date, you can continue to get Self-Help Support for OVCCM version 1.0 until November 30, 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 OVCCM 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 OVCCM version 2.0 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 OVCCM version 1.0 to OVCCM version 2.0, 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 OVCCM version 1.0 to OVCCM version 2.0, can I expect the same support pricing compared to OVCCM version 1.0?

Answer Not necessarily. Each product support price is determined independently

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

www.hp.com/managementsoftware/services

www.hp.com/managementsoftware/support-lifecycle

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