



HP Software Change Control Management version 1.0, 2.0 and 3.0 Obsolescence Announcement Frequently Asked Questions

On November 1, 2008, HP announced the version maturity, end of sale date and end of support dates for HP Software Change Control Management versions 1.0, 2.0 and 3.0. This document provides you with answers to frequently asked questions regarding this announcement.

All Change Control Management 1.0, 2.0 and 3.0 customers with active support contracts are eligible to upgrade to Release Control 4.0. Release Control 4.0 provides all of the functionality available in previous versions of Change Control Management, plus new and enhanced functionality.

Product related questions

Question When is HP discontinuing these Change Control Management products?

Answer Effective November 1, 2008 HP is discontinuing Change Control Management 1.0, 2.0 and 3.0. Current customers may continue to purchase additional copies of the Change Control Management product through December 31, 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 Change Control Management 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.

Question What product numbers are affected by this version maturity?

Answer

Product #	Description
T5700AA	HP Chg Ctrl Mgmt 2.0 English SW Media
T5700AAE	HP Chg Ctrl Mgmt 2.0 English SW E-Media
T5700BA	HP Chg Ctrl Mgmt 3.0 English SW Media
T5700BAE	HP Chg Ctrl Mgmt 3.0 English SW EMedia
T5702AA	HP Chg Ctrl Mgmt Foundation SW LTU
T5702AAE	HP Chg Ctrl Mgmt Foundation SW E-LTU
T5703AA	HP Chg Ctrl Mgmt SW 1-500 CPU LTU

T5703AAE	HP Chg Ctrl Mgmt SW 1-500 CPU E-LTU
T5704AA	HP Chg Ctrl Mgmt SW 501+ CPU LTU
T5704AAE	HP Chg Ctrl Mgmt SW 501+ CPU E-LTU

Question When is the last date I can order Change Control Management 1.0, 2.0 and 3.0?

Answer Change Control Management 1.0, 2.0 and 3.0 will continue to be available for purchase to current Change Control Management customers through December 31, 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 Change Control Management that are no longer covered by full support or maintenance support? If yes, how?

Answer No additional licenses can be purchased after December 31, 2008.

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

Answer HP Change Control Management 3.0 is the latest version currently available. Customers with active Support Contracts are entitled to migrate to HP Release Control software 4.0. Please check www.hp.com/managementsoftware (View all products → Alphabetical → HP Release Control software) 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
- Web Self Solve: www.hp.com/managementsoftware/services
- HP Technical Support: www.hp.com/go/hpsupport/casemanager/submitcase

Question What are the hardware requirements to upgrade to Release Control version 4.0?

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 Release Control product?

Answer Information on upgrading from Change Control Management 1.0, 2.0 and 3.0 is included in the Release Control version 4.0 product documentation. In addition to this, your local HP sales representative or HP software business partner can help you get this information.

Question I plan to upgrade my Change Control Management 1.0, 2.0 or 3.0 environment using in-house technical resources. Where do I get all the required software?

Answer In case you didn't request the Release Control 4.0 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 Release Control 4.0 media. The release to be requested is labeled RCA400.

Question I received this communication but I have already upgraded my Change Control Management installation to Release Control 4.0. Do I need to do anything?

Answer Some or all of your support contracts might not have been updated to reflect your upgrade to Release Control 4.0. 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 Change Control Management 1.0, 2.0 and 3.0 is April 30, 2010.

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 key dates.

Question What are my discontinuance options?

Answer Customers have the option to continue using Change Control Management. HP will stop providing Support for this product on April 30, 2010. Self-Help Support will continue to be available through April 30, 2012. Customers are encouraged to begin reviewing their business requirements for Release Control 4.0. 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 Change Control Management support contract?

Answer After January 1, 2009, you are invited to contact your HP contract administration representative with your SAID to have your Change Control Management 1.0, 2.0 and 3.0 support contract and licenses migrated to Release Control 4.0. In case you haven't upgraded to Release Control 4.0 by April 30, 2010, you can continue to get Self-Help Support for Change Control Management 1.0, 2.0 and 3.0 until April 30, 2012.

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 Change Control 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 Release Control 4.0 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 Change Control Management 1.0, 2.0 or 3.0 to Release Control 4.0, 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 Change Control Management 1.0, 2.0 or 3.0 to Release Control 4.0, can I expect the same support pricing compared to Change Control Management 1.0, 2.0 and 3.0?

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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