



HP Center Management for Performance Center 8.1x Version Obsolescence Announcement Frequently Asked Questions

On March 1st, 2009, HP announced the version maturity, end of sale date and end of support date for HP Center Management for Performance Center Version 8.1x. This document provides you with answers to frequently asked questions regarding this announcement.

Product related questions

Question When is HP discontinuing HP Center Management for Performance Center Version 8.1x products?

Answer Effective March 1, 2009, HP is discontinuing HP Center Management for Performance Center Version 8.1x. Current customers may continue to purchase additional licenses of HP Center Management for Performance Center Version 8.1x through May 1, 2009. As of this date, the product will be removed from HP's Corporate Price List and will no longer be orderable.

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

Answer The latest version of HP Center Management for Performance Center is version 2.0. Please check www.hp.com/go/software (Products -> Products A-Z -> Center Management for Performance Center) or otherwise check with your local HP sales representative or HP software business partner for the latest information.

Question Why is HP discontinuing HP Center Management for Performance Center Version 8.1x?

Answer HP Center Management for Performance Center 8.1x is dependent on HP Project and Portfolio Management Center 6.0x. HP Project and Portfolio Management Center 6.0x has been discontinued and so, HP is announcing the discontinuance of HP Center Management for Performance Center 8.1x. 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 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 Center Management for Performance Center 8.1x?
Answer	HP Center Management for Performance Center version 8.1x will continue to be available for purchase to current support customers through May 1, 2009. As of that date, you will no longer be able to purchase additional copies of the product. HP Center Management for Performance Center 2.0 provides advanced features and is available to all support customers as a free license upgrade.
Question	Can I still purchase additional licenses for versions of HP Center Management for Performance Center 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	Do I need to obtain new license keys once I upgrade to HP Center Management for Performance Center 2.0?
Answer	Yes. Once the support contract has been updated, please visit HP Licensing Center at www.webware.hp.com and click on "Contact license delivery center" link. Based on your region, please contact the appropriate licensing center to provide you the new 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: <ul style="list-style-type: none"> • Contact your local HP sales representative or your local HP software business partner: h20229.www2.hp.com/buy/index.html • Web Self Solve: www.hp.com/go/hpssoftwaresupport/ • HP Technical Support: www.hp.com/go/hpssoftwaresupport/casemanager/submitcase
Question	What are the hardware requirements to upgrade to HP Center Management for Performance Center 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 contact your local HP sales representative or HP software business partner for further assistance.
Question	Where can I find upgrade information for the HP Center Management for Performance Center 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 Center Management for Performance Center version 8.1x environment using in-house technical resources. Where do I get all the required software?
Answer	You can request the HP Center Management for Performance Center version 2.0 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 Center Management for Performance Center version 2.0 media. The release to be requested is labeled CMPCEM.
Question	I received this communication but I have already upgraded HP Center Management for Performance Center version 8.1x to HP Center Management for

Performance Center 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 Center Management for Performance Center version 2.0. 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 HP Center Management for Performance Center version 8.1x is August 31st 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 HP Center Management for Performance Center version 8.1x. HP will stop providing Support for these products on August 31, 2009. Self-Help Support will continue to be available through August 31, 2011. Customers are encouraged to begin reviewing their business requirements for HP Center Management for Performance Center. 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 Center Management for Performance Center 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 Center Management for Performance Center 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 HP Center Management for Performance Center version 8.1x to HP Center Management for Performance Center 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 Software Services Integrator (SVI) partner to get your support contract updated accordingly.

Question When I upgrade from HP Center Management for Performance Center version 8.1x to HP Center Management for Performance Center version 2.0, can I expect the same support pricing compared to HP Center Management for Performance Center version 8.1x?

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 Center Management for Performance Center 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

www.hp.com/go/hpssoftwaresupport/

www.hp.com/go/hpssoftwaresupport/support-lifecycle

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3/2009. Printed in the U.S.

