



HP Software Configuration Management Version 4.0x and 4.1x 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 Configuration Management (CM) version 4.0x and 4.1x. This document provides you with answers to frequently asked questions regarding this announcement.

Product related questions

Question When is HP discontinuing this CM v4.0x and 4.1x product?

Answer Effective May 31, 2009 HP is discontinuing CM version 4.0x and 4.1x. Current customers may continue to purchase additional copies of the CM product through March 1, 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 CM v4.0x and v4.1x 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 CM are versions 4.2, 5.0 and 5.1.

Question What product numbers are affected by this discontinuance?

Answer Please refer to customer letter.

Question When is the last date I can order CM 4.0x and 4.1x?

Answer CM 4.0x and 4.1x will continue to be available for purchase to current CM 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 CM v4.0x and 4.1x 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 CM is currently available and what upgrade plans do you have

for the product, if any?

Answer The latest version of FPN is version 5.0 and 5.1 and was released on November 1, 2007. Please check www.hp.com/managementsoftware (Products -> Products A-Z -> Configuration Management) 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: <http://support.openview.hp.com/casemanager/submitcase.do>

Question What are the hardware requirements to upgrade to CM version 4.0x and 4.1x?

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 CM product?

Answer Your local HP sales representative or HP software business partner can help you get this information, alternatively please see the Customer for further details.

Question I plan to upgrade my CM version 4.0x and 4.1x environment using in-house technical resources. Where do I get all the required software?

Answer In case you didn't request the CM version 4.0x and 4.1x 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 CM version 5.0 and 5.1 media. The release to be requested is labeled Version 5 **CMV500** and can be requested until March 1, 2008.

Question I received this communication but I have already upgraded my CM installation to version 5.0 or 5.1. Do I need to do anything?

Answer Some or all of your support contracts might not have been updated to reflect your upgrade to CM v5.0 or 5.1. 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 May 31, 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

Question What are my discontinuance options?

Answer Customers have the option to continue using CM v4.0x and 4.1x. HP will stop providing Support for this product on May, 2009. Self-Help Support will continue to be available through May 31, 2011. Customers are encouraged to begin reviewing their business requirements for FPN. 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 CM 4.0x and 4.1x support contract?

Answer Upon the End of Support date of CM version 4.0x and 4.1x your support contract will automatically be updated to reflect CM version 5.0 or 5.1. In case you haven't upgraded to CM version 5.0 or 5.1 by this date, you can continue to get Self-Help Support for CM version 4.0x and 4.1x until May 31, 2011.

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 CM 4.0x and 4.1x 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 CM version 5.1 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 CM version 4.0x or 4.1x to CM version 5.1, 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 CM version 4.0x or 4.1x to CM version 5.1, can I expect the same support pricing compared to CM version 4.0x or 4.1x?

Answer [Not necessarily. Each product support price is determined independently](#)

Question What migration services are available to help me upgrade?

Answer http://support.openview.hp.com/radia_operational_service.jsp
<http://support.openview.hp.com/radia.jsp>

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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