



## HP Software Connect-IT 3.91 & 4.0 Obsolescence Announcement Frequently Asked Questions

On December 1, 2010, HP announced the end of sale date and end of support dates for Connect-IT 3.91 & 4.0.

This document provides answers to frequently asked questions regarding this announcement.

### Product related questions

**Question** When is HP discontinuing Connect-IT 3.91 & 4.0?

**Answer** Effective December 1, 2010, HP is announcing the discontinuance of Connect-IT 3.91 & 4.0. Current customers may continue to purchase additional licenses of Connect-IT 3.91 & 4.0 until February 1, 2011. 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 Connect-IT 3.91 & 4.0?

**Answer** Effective with the new release of Connect-IT 9.2, HP is announcing the obsolescence of the older versions of Connect-IT 3.91 & 4.0. This is in accordance with the HP Software Supported Version Policy 4.3. 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 Connect-IT 3.91 & 4.0?

**Answer** Connect-IT 3.91 & 4.0 will continue to be available for purchase to current support customers through February 1, 2011. As of that date, you will no longer be able to purchase additional licenses of the product.

**Question** Can I still purchase additional licenses for Connect-IT 3.91 & 4.0 If yes, how?

**Answer** No, Additional licenses may not be purchased for versions that are discontinued and past their end of sale date.

**Question** Do I need to request new license keys when upgrading to Connect-IT 9.2?

**Answer** No, you don't need new license keys for Connect-IT 9.2

**Question** What version of Connect-IT 3.91 & 4.0 is currently available and what upgrade plans do you have for the product, if any?

**Answer** The latest version is Connect-IT 9.2. Please check the [IT Management Products](#) page 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:  
[h20229.www2.hp.com/buy/index.html](http://h20229.www2.hp.com/buy/index.html)
- Web Self Solve:  
[www.hp.com/go/hpsoftwaresupport/](http://www.hp.com/go/hpsoftwaresupport/)
- HP Technical Support:  
[www.hp.com/go/hpsoftwaresupport/casemanager/submitcase](http://www.hp.com/go/hpsoftwaresupport/casemanager/submitcase)

**Question** What are the hardware requirements to upgrade to Connect-IT 9.2?

**Answer** Hardware requirements will vary depending on your operating system, please review the appropriate System Requirements and Compatibility Matrix document or contact your local HP Sales Representative or HP Software Business Partner for further assistance.

**Question** Where can I find upgrade information for Connect-IT 3.91 & 4.0?

**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 Connect-IT 3.91 & 4.0 environment using in-house technical resources. Where do I get all the required software?

**Answer** All Connect-IT 3.91 & 4.0 support customers can download Connect-IT 9.2 media via 'My Updates'. To do this, the Connect-IT 9.2 media product number should be on your support contract. If the media product number is not listed in your support contract, please get in touch with your contract administrator to have it added.

### Support contract related questions

**Question** What is the end of support date?

**Answer** The End of Support date for Connect-IT 3.91 & 4.0 is March 31, 2012. As of this date all customer support activities for this version 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 Connect-IT 3.91 & 4.0. HP will stop providing support for Connect-IT 3.91 & 4.0 on March 31, 2012. Self-Help Support will continue to be available through March 31, 2014. Customers are encouraged to begin reviewing their business requirements for Connect-IT 3.91 & 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** 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 Connect-IT 3.91 & 4.0 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 Connect-IT 9.2 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 Connect-IT 3.91 & 4.0 to Connect-IT 9.2, can I continue my existing support contracts until they expire?

**Answer** Yes, you can continue using your existing support contracts until they expire.

**Question** When I upgrade from Connect-IT 3.91 & 4.0 to Connect-IT 9.2, can I expect the same support pricing compared to Connect-IT 3.91 & 4.0?

**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.

**Question** What educational training packages are available for the Connect-IT 9.2?

**Answer** We will continue to offer Connect-IT 3.9 Essentials training through first half of 2011. We will be offering Connect-IT 9.20 Essentials training starting January 31, 2011.

## For more information

For more information on Connect-IT 9.2 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](http://www.hp.com/go/software)

[www.hp.com/go/hpsupport/](http://www.hp.com/go/hpsupport/)

[www.hp.com/go/hpsupport/support-lifecycle](http://www.hp.com/go/hpsupport/support-lifecycle)

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For more information, go to [www.hp.com/go/software](http://www.hp.com/go/software)

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