



Connect It versions 3.5x, 3.6x, 3.7x, 3.80 and 3.90 and connectors Obsolescence Announcement

Frequently Asked Questions

On April 1, 2010, HP announced the end of sale date and end of support dates for Connect It versions 3.5x, 3.6x, 3.7x, 3.80 and 3.90. We are also discontinuing support for the connectors listed below.

- HP Connect-It Connector for WINPark Actima (both User and Server)
- HP Connect-It Connector for WINPark Actima User to Server Upgrade
- HP Connect-It Connector for LANAuditor Inventory (both User and Server)
- HP Connect-It Connector for LANAuditor Inventory User to Server Upgrade
- HP Connect-It Connector for Tangram Asset Insight (both User and Server)
- HP Connect-It Connector for Tangram Asset Insight User to Server Upgrade

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

Product related questions

Question When is HP discontinuing Connect It versions 3.5x, 3.6x, 3.7x, 3.80 and 3.90 and connectors listed above?

Answer Effective April 1st, 2010, HP is announcing the discontinuance of Connect It versions 3.5x, 3.6x, 3.7x, 3.80 and 3.90 and connectors listed above. Current customers may continue to purchase additional licenses of Connect It versions 3.5x, 3.6x, 3.7x, 3.80 and 3.9x through June 1, 2010. 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 versions 3.5x, 3.6x, 3.7x, 3.80 and 3.90 and connectors listed above ?

Answer Effective with the new release of HP Connect It version 4.1, HP is announcing the obsolescence of the older versions i.e. Connect It versions 3.5x, 3.6x, 3.7x, 3.80 and 3.90. 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 and C in the customer letter for the list of affected product numbers.

Question When is the last date I can order Connect It versions 3.5x, 3.6x, 3.7x, 3.80 and 3.90 and connectors listed above?

Answer Connect It versions 3.6x, 3.7x, 3.80 and 3.90 and connectors listed above licenses will continue to be available for purchase to current support customers through June 1, 2010. 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 versions of Connect It versions 3.5x, 3.6x, 3.7x, 3.80 and 3.90 and connectors listed above 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 What version of Connect It is currently available and what upgrade plans do you have for the product, if any?

Answer The latest version is version Connect It 4.1. Please check www.hp.com/go/software or otherwise check with your local HP sales representative or HP software business partner for the latest information.

Question Do I need new license keys when I upgrade to Connect It 4.1?

Answer Customers upgrading from version 3.9 will NOT require new license keys to upgrade to version 4.1.

Customers upgrading from Connect It versions 3.5x, 3.6x, 3.7x, and 3.80 will need new license keys to upgrade to version 4.1. Follow the instructions below to obtain the new license keys and software.

- 1) Go to MyUpdates
 - go to SSO: <http://support.openview.hp.com/>
 - click on 'Download' tab
 - click on 'Software updates'
- 2) Click selection for both Connect-It 3.90 & 4.10
 - Click "get software updates"
- 3) For CIT 3.90 click on "get license"
- 4) For CIT 4.10 click on "get software"

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
- Web Self Solve:
www.hp.com/go/hpsupport/
- HP Technical Support:
www.hp.com/go/hpsupport/casemanager/submitcase

Question What are the hardware requirements to upgrade to Connect It 4.1?

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 the Connect It 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 Connect It versions 3.5x, 3.6x, 3.7x, 3.80 and 3.90 environment using in-house technical resources. Where do I get all the required software?

Answer All Connect It support customers can download the version 4.1 media via 'My Updates'. To do this, the HP Connect It 4.1 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.

Question I received this communication, but I have already upgraded Connect It versions 3.5x, 3.6x, 3.7x, 3.80 and 3.90 version to Connect It version 4.1. Do I need to do anything?

Answer Some or all of your support contracts might not have been updated to reflect your upgrade to Connect It 4.1. 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 for Connect It versions 3.5x, 3.6x, 3.7x, 3.80 and 3.90 and connectors listed above is March 31st, 2012.. As of these dates all customer support activities for these versions 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 versions 3.5x, 3.6x, 3.7x, 3.80 and 3.90 and connectors listed above. HP will stop providing support for Connect It versions 3.5x, 3.6x, 3.7x, 3.80 and 3.90 and discontinued connectors March 31st, 2012 Self-Help Support will continue to be available through March 31st, 2014. Customers are encouraged to begin reviewing their business requirements for Connect It. 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 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 4.1 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 Connect It versions 3.5x, 3.6x, 3.7x, 3.80 and 3.90 and discontinued connectors to Connect It 4.1, 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 Connect It versions 3.5x, 3.6x, 3.7x, 3.80 and 3.90 and discontinued connectors to Connect It version 4.1, can I expect the same support pricing compared to Connect It versions 3.5x, 3.6x, 3.7x, 3.80 and 3.9x and connectors listed above?

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 Connect It versions 3.5x, 3.6x, 3.7x, 3.80 and 3.90, connectors listed above 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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