



HP Connect-It (CIT) 3.4.x and prior Version Obsolescence Announcement Frequently Asked Questions

On January 17th, 2008, HP announced the version maturity and end of support dates for HP Connect-It (CIT) Version 3.4.x and all versions prior to that. This document provides you with answers to frequently asked questions regarding this announcement.

Product related questions

Question When is HP discontinuing this HP CIT Version 3.4.x and all prior versions?

Answer Effective January 17th, 2008, HP is announcing discontinuance of HP CIT Version 3.4.x and all prior versions. As of this date, the product is removed from HP's Corporate Price List and is no longer orderable.

Question Why is HP discontinuing this HP CIT Version 3.4.x and prior?

Answer Effective the new release of CIT Version 3.81, HP is announcing the obsolescence of the older version i.e. HP CIT Version 3.4.x and prior. This is in accordance with the HP Software Supported Version Policy Version 4.2

Question When is the last date I can order HP CIT version 3.4.x or prior product?

Answer HP CIT versions 3.4.x and prior are no longer available for purchase. HP CIT version 3.81 provides improved features over versions 3.4.x and prior. HP strongly recommends that you consider upgrading to one of these versions.

Question Can I still purchase additional licenses for versions of HP CIT 3.4.x and prior that are no longer covered by full support or maintenance support? If yes, how?

Answer No additional licenses can be purchased as of January 17, 2008.

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

Answer The latest version of HP CIT is version 3.81. Please check www.hp.com/go/software (Products -> Products A-Z -> Connect-It) 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: www.hp.com/managementsoftware/buy
 - Web Self Solve: www.hp.com/managementsoftware/services
 - HP Technical Support: www.hp.com/managementsoftware/submit_call

Question What are the hardware requirements to upgrade to CIT Version 3.81?

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 CIT 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 CIT version 3.4.x or prior environment using in-house technical resources. Where do I get all the required software?

Answer You can request the HP CIT version 3.81 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 CIT version 3.81 media. The release to be requested is labeled CIT381.

Question I received this communication but I have already upgraded CIT version 3.4.x or prior to CIT version 3.81. Do I need to do anything?

Answer Some or all of your support contracts might not have been updated to reflect your upgrade to CIT version 3.81. 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 September 30th, 2008. 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 CIT version 3.4.x or prior. HP will stop providing Support for this product on September 30th, 2008. Self-Help Support will continue to be available through September 30th, 2010. Customers are encouraged to begin reviewing their business requirements for CIT. 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 CIT 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 CIT 3.81 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 CIT version 3.4.x or prior to HP CIT version 3.81, 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 CIT version 3.4.x or prior to HP CIT version 3.81, can I expect the same support pricing compared to HP CIT version 3.4.x and prior?

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 Connect-It 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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For more information, go to www.hp.com/go/software

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