



HP Software Configuration Value Pack version 3.1 Obsolescence Announcement Frequently Asked Questions

On August 15, 2008, HP announced the version maturity, end of sale date and end of support dates for HP Software Configuration Value Pack 3.1. This document provides you with answers to frequently asked questions regarding this announcement.

Product related questions

Question When is HP discontinuing this Configuration Value Pack product?

Answer Effective September 1, 2008 HP is discontinuing Configuration Value Pack 3.1. As of this date, the product will be removed from HP's Corporate Price List and will no longer be orderable from HP.

Question Why is HP discontinuing this Configuration Value Pack product?

Answer The HP contract with blue elephant systems for Configuration Value Pack 3.1 will be terminated.

Question What product numbers are affected by this discontinuance?

Answer

Product #	Description
BB163AA	HP Ops Mgr UNIX Config VP Software LTU
BB163AAE	HP Ops Mgr UNIX Config VP Software E-LTU

Question When is the last date I can order Configuration Value Pack 3.1?

Answer Configuration Value Pack 3.1 will continue to be available for purchase to current Configuration Value Pack 3.1 customers through June 30, 2008. Outstanding offers for new license sales and/or support renewals will be accepted until August 31, 2008. After that date you will no longer be able to purchase additional copies of the product from HP.

Question Can I still purchase additional licenses for versions of Configuration Value Pack that are no longer covered by full support or maintenance support? If yes, how?

Answer No additional licenses can be purchased after August 31, 2008. MIDAS Configurator is the identical product from bes and can be purchased directly from bes.

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

Answer The latest version of Configuration Value Pack is version 3.1 and was released in April 2008. Please check www.hp.com/managementsoftware (Products -> Products A-Z -> Full Product Name) or otherwise check with your local HP sales representative or HP software business partner for the latest information. There will not be a replacement HP product.

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:
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

Support contract related questions

Question What is the end of support date?

Answer The End of Support date is the date that your Support Contract expires. As of this date all customer support activities will cease, this includes:

- Telephone support
- Security Rule updates
- Product upgrades

Question What are my discontinuance options?

Answer Customers have the option to continue using Configuration Value Pack 3.1. HP will stop providing Support for this product when your Support Contract expires. Support for problems with CVP 3.1 will be provided by blue elephant systems directly after contract expiration. Blue elephant systems (bes) will offer support based on similar terms and conditions that the customers have in their existing support contract. For more details on bes support, contact www.blue-elephant-systems.com/CVP-Migration . Support calls may be logged at support@blue-elephant-systems.com .

Question How does this affect my Configuration Value Pack 3.1 Support Contract?

Answer Upon the expiration date of your Support Contract, your Support Contract will automatically be terminated. Support by HP will no longer be available after this date. Customers that wish to continue to use CVP 3.1 / MIDAS Configurator (identical product from bes) must migrate their licenses and support contract prior to the expiration date of their Support Contract.

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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