HP Database Archiving 6.0 and 6.1 Version Obsolescence Announcement Frequently Asked Questions

On October 1st, 2009, HP announced the version maturity and end of support dates for HP Database Archiving (DB Archiving) 6.0 and 6.1. This document provides you with answers to frequently asked questions regarding this announcement.

Product related questions	
Question	When is HP discontinuing this HP DB Archiving Version 6.0 and 6.1?
Answer	Effective October 1, 2009, HP is announcing discontinuance of HP DB Archiving Version 6.0 and 6.1.
Question	Why is HP discontinuing HP DB Archiving Version 6.0 and 6.1?
Answer	Effective the new release of HP Database Archiving Software version 6.2, HP is announcing the obsolescence of the older versions i.e. HP DB Archiving Version 6.0 and 6.1. This is in accordance with the HP Software Supported Version Policy v4.3
Question	Can I still purchase additional licenses for versions of HP DB Archiving Version 6.0 and 6.1 that are no longer covered by full support or maintenance support? If yes, how?
Answer	HP DB Archiving version 6.0 & 6.1 licenses will continue to be available for purchase to current support customers through December 1, 2009. As of that date, you will no longer be able to purchase additional licenses of the product. HP DB Archiving version 6.2 provides advanced features and is available to all support customers as a free upgrade.
Question	What version of HP DB Archiving is currently available and what upgrade plans do you have for the product, if any?
Answer	The latest version is HP Database Archiving software version 6.2. Please check www.hp.com/go/software (Products -> Products A-Z -> HP Database Archiving software) 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 • HP Database Archiving product Technical Support: obt-support@hp.com
Question	What are the hardware requirements to upgrade to HP DB Archiving version 6.2?
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 HP DB Archiving 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 HP DB Archiving Version 6.0 or 6.1 environment using in-house technical resources. Where do I get all the required software?
Answer	You can request Database Archiving Software version 6.2 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 DB Archiving Version 6.2 media. For HP Database Archiving Software version 6.2, the release to be requested is labeled DBAR62.
Question	I received this communication but I have already upgraded HP DB Archiving Version 6.0 or 6.1 to HP DB Archiving Version 6.2. Do I need to do anything?
Answer	Some or all of your support contracts might not have been updated to reflect your upgrade to HP DB Archiving Version 6.2. Please get in touch with your local HP contract administration representative or your HP Software Services Integrator partner to have your support contracts updated.
Question	What options are available for Oracle E-Business and PeopleSoft history data upgrades ?
Answer	For a successful History Archived Data upgrade, the assistance of HP Software Professional Services is highly recommended if you have upgraded from one major release of ERP to the next major release. For example, Oracle E-Business 11i to R12 or PeopleSoft 8 to 9 is considered as a major upgrade. Data changes caused by minor dot release upgrades or one-off patches may not need HP Professional Services. Please contact HP Software Support at obt-support@hp.com and they will provide the appropriate guidance.

Support contract related questions
Question — What is the end of support date?
Answer — The End of Support date is March 31st, 2011. 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 HP DB Archiving Version 6.0 and 6.1. HP will stop providing Support for this product on March 31st, 2011. Self-Help Support will continue to be available through March 31st, 2013. Customers are encouraged to begin reviewing their business requirements for DB Archiving. 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 DB Archiving for which defect fixing is no longer done, 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 HP Database Archiving software 6.2 for support customers, what license(s) you are entitled to under your support contract and how to sign up for them. Your local HP sales and support representatives or your HP software business partner can help provide information and assistance to enable an easy and successful upgrade.
Question	When I upgrade from HP DB Archiving Version 6.0 and 6.1 to HP DB Archiving Version 6.2, 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 DB Archiving Version 6.0 and 6.1 to HP DB Archiving Version 6.2, can I expect the same support pricing compared to HP DB Archiving Version 6.0 and 6.1?
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 obtain this information.

For more information

For more information on HP Database Archiving software 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