



# HP Software **HP DecisionCenter Business Impact Analysis & HP DecisionCenter Optimization** Obsolescence Announcement Frequently Asked Questions

On November 1, 2010, HP announced the end of sale date and end of support dates for HP DecisionCenter Business Impact Analysis & HP DecisionCenter Optimization.

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

## Product related questions

**Question** When is HP discontinuing HP DecisionCenter Business Impact Analysis & HP DecisionCenter Optimization?

**Answer** Effective November 1, 2010, HP is announcing the discontinuance of HP DecisionCenter Business Impact Analysis & HP DecisionCenter Optimization. Current customers may continue to purchase additional licenses of HP DecisionCenter Business Impact Analysis & HP DecisionCenter Optimization until January 1, 2011. As of this date, the product will be removed from HP's Corporate Price List and will no longer be orderable.

**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 HP DecisionCenter Business Impact Analysis & HP DecisionCenter Optimization?

**Answer** HP DecisionCenter Business Impact Analysis & HP DecisionCenter Optimization will continue to be available for purchase to current support customers through January 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 HP DecisionCenter Business Impact Analysis & HP DecisionCenter Optimization? If yes, how?

**Answer** Additional licenses may not be purchased for versions that are discontinued and past their end of sale date.

**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)

### Support contract related questions

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

**Answer** The End of Support date for HP DecisionCenter Business Impact Analysis & HP DecisionCenter Optimization is October 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 HP DecisionCenter Business Impact Analysis & HP DecisionCenter Optimization. HP will stop providing support for HP DecisionCenter Business Impact Analysis & HP DecisionCenter Optimization on October 31, 2012. Self-Help Support will continue to be available through October 31, 2014.

**Question** How does this affect my HP DecisionCenter Business Impact Analysis & HP DecisionCenter Optimization support contract?

**Answer** Upon the End of Support date of HP DecisionCenter Business Impact Analysis & HP DecisionCenter Optimization, your support contract will automatically be terminated. Support will no longer be available after this date.

**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 HP DecisionCenter Business Impact Analysis & HP DecisionCenter Optimization 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** Can I continue my existing support contracts until they expire?

**Answer** Yes, you can continue using your existing support contracts until they expire. Upon the End of Support date, support contracts will not be renewed anymore.

### For more information

For more information on HP Software and Software services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:

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

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11/2010. Printed in the U.S.

