

HP Software Data Center Infrastructure Management All Versions Obsolescence Announcement

Frequently Asked Questions

On November 1, 2013, HP announced the end of sale date and end of support dates for Data Center Infrastructure Management All Versions.

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

Product related questions

Question When is HP discontinuing Data Center Infrastructure Management All Versions?

Answer Effective November 1, 2013, HP is announcing the discontinuance of Data Center Infrastructure Management All Versions. Current customers may continue to purchase additional licenses of Data Center Infrastructure Management All Versions until January 31, 2014. 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 Data Center Infrastructure Management All Versions?

Answer Data Center Infrastructure Management All Versions will continue to be available for purchase to current support customers through January 1, 2014. 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 Data Center Infrastructure Management All Versions 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
- Web Self Solve;

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hp.com/go/swupdatealerts

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- hp.com/go/hpssoftwaresupport/
HP Technical Support:
hp.com/go/hpssoftwaresupport/casemanager/submitcase

Question Where can I find upgrade information for discontinuing Data Center Infrastructure Management All Versions?

Answer Your local HP sales representative or HP Software Business Partner can help you get this information.

Support contract related questions

Question What is the end of support date?

Answer The End of Support date for Data Center Infrastructure Management for versions 1.0x & 2.0x and the End of Committed Support for version 2.1x is January 31, 2015. The End of Extended Support for version 2.1x is January 31, 2017. 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 Data Center Infrastructure Management . HP will stop providing support for discontinuing Data Center Infrastructure Management for Versions 1.0x & 2.0x and the End of Committed Support for versions 2.1x on January 31, 2015 and Extended Support for version 2.1x on January 31, 2017. Customers are encouraged to begin reviewing their business requirements for Data Center Infrastructure Management All Versions. 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 discontinuing Data Center Infrastructure Management All Versions 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?

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Answer You should have received a letter or electronic notification from HP to inform you about the availability of migrating support which will be provided by Avocent Products and Services 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 Data Center Infrastructure Management All Versions to support provided by Avocent Products and Services can I continue my existing support contracts until they expire?

Answer Yes, you can continue using your existing support contracts until they expire.

Question What migration services are available to help me move to Avocent Products and Services organization?

Answer Your local HP sales representative or HP software business partner can help you get this information.

Question How would I contact Avocent Products and Services so that I can start receiving support directly from them?

Answer Avocent Products and Services

4991 Corporate Drive
Huntsville, AL 35805

Tel: 1.888.793.8763
Tel: 1.800.342.9022
Fax: 1.256.430.4030

For more information

For more information on Avocent Products and Services providing support directly and HP Software services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:

hp.com/go/software
hp.com/go/hpsupportsupport/
hp.com/go/hpsupportsupport/support-lifecycle

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