

HP Discovery and Dependency Mapping Obsolescence Announcement

Frequently Asked Questions

On July 1, 2013, HP announced the end of sale date and end of support dates for HP Discovery and Dependency Mapping.

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

Product related questions

Question When is HP discontinuing HP Discovery and Dependency Mapping?

Answer Effective July 1, 2013, HP is announcing the discontinuance of HP Discovery and Dependency Mapping. Current customers may continue to purchase additional licenses of HP Discovery and Dependency Mapping until September 1, 2013. As of this date, the product will be removed from HP's Corporate Price List and will no longer be orderable.

Question Why is HP discontinuing HP Discovery and Dependency Mapping?

Answer Effective with the new release of HP Universal Discovery 10.0x, HP is announcing the obsolescence of HP Discovery and Dependency Mapping. This is in accordance with the HP Software Supported Version Policy 4.4. Definitions of terms are documented in the [HP Software product version obsolescence guidelines](#).

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 Discovery and Dependency Mapping?

Answer HP Discovery and Dependency Mapping will continue to be available for purchase to current support customers through September 1, 2013. 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 Discovery and Dependency Mapping? If yes, how?

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

Question Do I need to request new license keys when migrating to HP Universal Discovery?

Answer Yes, you need new license keys when you migrate to HP Universal Discovery. Please get in touch with your HP sales representative or HP software business partner to get your support contract migrated to HP Universal Discovery. Once this is completed, you will be able to retrieve the license keys for HP Universal Discovery from the [My Updates portal](#).

For Enterprise License Agreement (ELA) customers, use Software Activation Website (SAW) to request HP Universal Discovery license keys.

Question What version of HP Universal Discovery is currently available and what upgrade

	plans do you have for the product, if any?
<i>Answer</i>	The latest version is HP Universal Discovery 10.0x. Please check hp.com/go/software or otherwise check with your local HP sales representative or HP software business partner for the latest information.
<i>Question</i>	Who can I contact if I have more questions with regards to this product discontinuance?
<i>Answer</i>	You have several options available to you: <ul style="list-style-type: none"> • Contact your local HP sales representative or your local HP software business partner: h20229.www2.hp.com/buy/index.html • Web Self Solve: hp.com/go/hpssoftwaresupport/ • HP Technical Support: hp.com/go/hpssoftwaresupport/casemanager/submitcase
<i>Question</i>	What are the hardware requirements to upgrade to HP Universal Discovery?
<i>Answer</i>	Hardware requirements will vary depending on your operating system, please review the appropriate System Requirements and Compatibility Matrix document or contact your local HP Sales Representative or HP Software Business Partner for further assistance.
<i>Question</i>	Where can I find upgrade information for HP Universal Discovery?
<i>Answer</i>	Your local HP sales representative or HP Software Business Partner can help you get this information.
<i>Question</i>	I plan to upgrade my HP Discovery and Dependency Mapping environment using in-house technical resources. Where do I get all the required software?
<i>Answer</i>	Once your support contract is migrated to HP Universal Discovery, all support customers can download HP Universal Discovery media and license keys via 'My Updates': hp.com/software/updates .
<i>Question</i>	What is the concurrent support time period
<i>Answer</i>	There will be 6 months of concurrent support for migrating to HP Universal Discovery.
Support contract related questions	
<i>Question</i>	What is the end of support date?
<i>Answer</i>	The previously communicated end of support date for HP Discovery and Dependency Mapping versions 8.x and prior will not change. The end of Committed Support date for HP Discovery and Dependency Mapping version 9.0x is December 31, 2014 and the end of Extended Support date is December 31, 2016. As of this date, all customer support activities for this version will cease, this includes: <ul style="list-style-type: none"> • Telephone support • Security Rule updates • Product upgrades
<i>Question</i>	Are there any other key dates I need to be aware of?
<i>Answer</i>	Please see Customer Letter page 1 for key dates.
<i>Question</i>	What are my discontinuance options?

Answer Customers have the option to continue using HP Discovery and Dependency Mapping 9.0x. HP will stop providing Committed Support for HP Discovery and Dependency Mapping on December 31, 2014. Extended Support will continue to be available through December 31, 2016. Customers are encouraged to begin reviewing their business requirements for HP Discovery and Dependency Mapping. 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 HP Discovery and Dependency Mapping 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 HP Universal Discovery 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 Discovery and Dependency Mapping to HP Universal Discovery, can I continue my existing support contracts until they expire?

Answer Yes, your support contract will be updated automatically at the next renewal time.

Question When I upgrade from HP Discovery and Dependency Mapping to HP Universal Discovery, can I expect the same support pricing compared to HP Discovery and Dependency Mapping ?

Answer Not necessarily. Each product support price is determined independently. Please work with your HP representative to know the difference in support pricing, if any.

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.

Question What educational training packages are available for HP Universal Discovery?

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 Universal Discovery 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/hpssoftwaresupport/

hp.com/go/hpssoftwaresupport/support-lifecycle

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