HP Discovery and Dependency Mapping Inventory 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 Inventory.

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

Product related questions	
Question	When is HP discontinuing HP Discovery and Dependency Mapping Inventory?
Answer	Effective July 1, 2013, HP is announcing the discontinuance of HP Discovery and Dependency Mapping Inventory. Current customers may continue to purchase additional licenses of HP Discovery and Dependency Mapping Inventory 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 Inventory?
Answer	Effective with the new release of HP Universal Discovery Inventory 10.0x, HP is announcing the obsolescence of HP Discovery and Dependency Mapping Inventory. 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 Inventory?
Answer	HP Discovery and Dependency Mapping Inventory 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 Inventory? 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 Inventory?
Answer	Yes, you need new license keys when you migrate to HP Universal Discovery Inventory. Please get in touch with your HP sales representative or HP software business partner to get your support contract migrated to HP Universal Discovery Inventory. Once this is compelted, you will be able to retrieve the license keys for HP Universal Discovery Inventory from the My Updates portal.

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

Question	What version of HP Universal Discovery Inventory is currently available and what upgrade plans do you have for the product, if any?
Answer	The latest version is HP Universal Discovery Inventory 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.
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: hp.com/go/hpsoftwaresupport/ • HP Technical Support: hp.com/go/hpsoftwaresupport/casemanager/submitcase
Question	What are the hardware requirements to upgrade to HP Universal Discovery Inventory?
Answer	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.
Question	Where can I find upgrade information for HP Universal Discovery Inventory?
Answer	Your local HP sales representative or HP Software Business Partner can help you get this information.
Question	I plan to upgrade my HP Discovery and Dependency Mapping Inventory environment using in-house technical resources. Where do I get all the required software?
Answer	Once your support contract is migrated to HP Universal Discovery Inventory, you can download HP Universal Discovery Inventory media and license keys via 'My Updates': hp.com/software/updates.
Question	What is the concurrent support time period
Answer	There will be 6 months of concurrent support for migrating to HP Universal Discovery Inventory.

Support contract related questions	
Question	What is the end of support date?
Answer	The previously communicated end of support date for HP Discovery and Dependency Mapping Inventory versions 7.5x and prior will not change. The end of support date for HP Discovery and Dependency Mapping Inventory version 7.6x & 7.7x is April 30, 2015. The end of Committed Support date for HP Discovery and Dependency Mapping Inventory version 9.3x is April 30, 2015 and the end of Extended Support date is April 30, 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 HP Discovery and Dependency Mapping Inventory. HP will stop providing support for HP Discovery and Dependency Mapping Inventory versions 7.6x & 7.7x on April 30, 2015. HP will stop providing Committed Support for HP Discovery and Dependency Mapping Inventory version 9.3x on April 30, 2015. Extended Support for version 9.3x will continue to be available through April 30, 2017. Customers are encouraged to begin reviewing their business requirements for HP Discovery and Dependency Mapping Inventory. 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 Inventory 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 Inventory 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 Inventory to HP Universal Discovery Inventory, 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 Inventory to HP Universal Discovery Inventory, can I expect the same support pricing compared to HP Discovery and Dependency Mapping Inventory ?
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 Inventory?
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 Inventory 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/hpsoftwaresupport/
hp.com/go/hpsoftwaresupport/support-lifecycle

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