



## HP Discovery and Dependency Mapping Inventory 2.5x & 7.5x Version Obsolescence Announcement Frequently Asked Questions

On January 1, 2010, HP announced the version maturity, end of sale date and end of support date for HP Discovery and Dependency Mapping Inventory (DDMI was formerly known as Enterprise Discovery) 2.5x & 7.5x versions. This document provides you with answers to frequently asked questions regarding this announcement.

### Product related questions

**Question** When is HP discontinuing HP Discovery and Dependency Mapping Inventory 2.5x & 7.5x version products?

**Answer** Effective January 1, 2010, HP is discontinuing HP Discovery and Dependency Mapping Inventory 2.5x & 7.5x versions. Current customers may continue to purchase additional licenses of the HP Discovery and Dependency Mapping Inventory 2.5x & 7.5x version products through March 1, 2010. As of this date, the product will be removed from HP's Corporate Price List and will no longer be orderable.

**Question** What version of Discovery and Dependency Mapping Inventory is currently available and what upgrade plans do you have for the product, if any?

**Answer** HP Discovery and Dependency Mapping Inventory's latest version is 7.60 and was released in August 2009. Please check [www.hp.com/go/software](http://www.hp.com/go/software) (Products -> Products A-Z -> Discovery and Dependency Mapping Inventory) or otherwise check with your local HP sales representative or HP software business partner for the latest information.

**Question** Why is HP discontinuing HP Discovery and Dependency Mapping Inventory 2.5x & 7.5x version products?

**Answer** This is in accordance with the HP Software Supported Version Policy 4.3. Definitions of terms are documented in the HP Software product version obsolescence guidelines.

**Question** What product numbers are affected by this version maturity?

**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 2.5x & 7.5x versions?

**Answer** HP Discovery and Dependency Mapping Inventory 2.5x & 7.5x version licenses will continue to be available for purchase to current HP Discovery and Dependency Mapping Inventory customers through March 1, 2009. 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 versions of HP Discovery and Dependency Mapping Inventory that are no longer covered by full support or maintenance support? If yes, how?

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

**Question** Whom 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/hpssoftwaresupport/](http://www.hp.com/go/hpssoftwaresupport/)
- HP Technical Support:  
[www.hp.com/go/hpssoftwaresupport/casemanager/submitcase](http://www.hp.com/go/hpssoftwaresupport/casemanager/submitcase)

**Question** What are the hardware requirements to upgrade to HP Discovery and Dependency Mapping Inventory version 7.60?

**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 Discovery and Dependency Mapping Inventory product?

**Answer** Information on upgrading from prior versions of Discovery and Dependency Mapping Inventory to DDML version 7.60 is included in the DDML version 7.60 product documentation. In addition to this, 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 version 2.5x or 7.5x environment using in-house technical resources. Where do I get all the required software?

**Answer** You can request the HP DDML version 7.60 media by sending or faxing in the 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 DDML version 7.60 media. The release to be requested is labeled DDML76.

**Question** I received this communication but I have already upgraded my HP Discovery and Dependency Mapping Inventory installation to HP DDML version 7.60. 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 DDML 7.60. Please get in touch with your local HP contract administration representative or your HP Software Services Integrator partner to have your support contracts updated.

## Support contract related questions

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

**Answer** The End of Support date for DDMI 2.5x is May 31, 2011 and the End of Support date for DDMI 7.5x is December 31, 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 the key dates.

**Question** What are my discontinuance options?

**Answer** Customers have the option to continue using HP Discovery and Dependency Mapping Inventory 2.5x or 7.5x versions. HP will stop providing support for these products as per the dates listed above. Self-Help Support will continue to be available for two additional years beyond the corresponding end of support dates. 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** How does this affect my Discovery and Dependency Mapping Inventory support contract?

**Answer** Upon the End of Support date of HP Discovery and Dependency Mapping Inventory version 2.5x & 7.5x versions, your support contract will automatically be updated to reflect HP DDMI version 7.60 product numbers. In case you haven't upgraded to HP DDMI version 7.60 by this date, you can continue to get Self-Help Support for HP Discovery and Dependency Mapping Inventory versions 2.5x & 7.5x versions until May 31, 2013 and December 31, 2013 respectively.

**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 DDMI version 7.60 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 version 2.5x or 7.5x to HP DDMI version 7.60, 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 Discovery and Dependency Mapping Inventory version 2.5x or 7.5x to HP DDMI version 7.60, can I expect the same support pricing compared to my existing HP Discovery and Dependency Mapping Inventory version?

*Answer* Not necessarily. Each product support price is determined independently.

*Question* What migration services are available to help me upgrade?

*Answer* HP Software Services or HP Software Business Partners can provide migration assistance as a services engagement. In addition, the product provides documentation for the migration process.

### **For more information**

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

[www.hp.com/go/software](http://www.hp.com/go/software)

[www.hp.com/go/hpssoftwaresupport/](http://www.hp.com/go/hpssoftwaresupport/)

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

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