



HP Software Decision Center 1.0 Obsolescence Announcement

Frequently Asked Questions

On September 1, 2010, HP announced the end of sale date and end of support dates for Decision Center 1.0.

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

Product related questions

Question When is HP discontinuing Decision Center 1.0?

Answer Effective September 1, 2010, HP is announcing the discontinuance of Decision Center 1.0. Current customers may continue to purchase additional licenses of Decision Center 1.0 until November 1, 2010. 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 Decision Center 1.0?

Answer Effective with the new release of Decision Center 2.0, HP is announcing the obsolescence of the older versions of Decision Center. 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 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 Decision Center 1.0?

Answer Decision Center 1.0 will continue to be available for purchase to current support customers through November 1, 2010. 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 Decision Center 1.0 If yes, how?

Answer Current customers may continue to purchase additional licenses of Decision Center 1.0 until November 1, 2010

Question Do I need to request new license keys when upgrading to Decision Center 2.0?

Answer No, you don't need new license keys for Decision Center 2.0

Question What version of Decision Center is currently available and what upgrade plans do you have for the product, if any?

Answer The latest version is Decision Center 2.0. Please check the [IT Management Products](#) page 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:
www.hp.com/go/hpssoftwaresupport/
- HP Technical Support:
www.hp.com/go/hpssoftwaresupport/casemanager/submitcase

Question What are the hardware requirements to upgrade to Decision Center 2.0?

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 Decision Center 2.0?

Answer Your local HP sales representative or HP Software Business Partner can help you get this information, alternatively please see the Customer Letter for further details.

Question I plan to upgrade my Decision Center 1.0 environment using in-house technical resources. Where do I get all the required software?

Answer All Decision Center 1.0 support customers can download Decision Center 2.0 media via 'My Updates'. To do this, the Decision Center 2.0 media product number should be on your support contract. If the media product number is not listed in your support contract, please get in touch with your contract administrator to have it added.

Support contract related questions

Question What is the end of support date?

Answer The End of Support date for Decision Center 1.0 is February 28, 2011. 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 Decision Center 1.0. HP will stop providing support for Decision Center 1.0 on February 28, 2011. Self-Help Support will continue to be available through February 28, 2014. Customers are

encouraged to begin reviewing their business requirements for Decision Center 1.0. 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 Decision Center 1.0 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 Decision Center 2.0 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 Decision Center 1.0 to Decision Center 2.0, can I continue my existing support contracts until they expire?

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

Question When I upgrade from Decision Center 1.0 to Decision Center 2.0, can I expect the same support pricing compared to Decision Center 1.0?

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

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 the Decision Center 2.0?

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

For more information

For more information on Decision Center 2.0 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

www.hp.com/go/hpsupport/

www.hp.com/go/hpsupport/support-lifecycle

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