



HP Desktop Inventory version 8.0 and Network Discovery version 5.2 Product Obsolescence Announcement

Frequently Asked Questions

On May 01, 2007, HP announced the version maturity, end of sale date and end of support dates for HP Desktop Inventory and Network Discovery products. This document provides you with answers to frequently asked questions regarding this announcement.

Product related questions

Question When is HP discontinuing this FPN product?

Answer Effective May 01, 2007 HP is discontinuing HP Desktop Inventory version 8.0 and Network Discovery version 5.2. Current customers may continue to purchase additional copies of the Desktop Inventory and Network Discovery product through July 31, 2007. 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 this FPN product?

Answer Enterprise Discovery represents the latest IT discovery and inventory features in a single-server solution. Enterprise Discovery provides equivalent functionality to Desktop Inventory and Network Discovery, while ensuring continued support and compatibility with new Enterprise Discovery features.

Question What product numbers are affected by this discontinuance?

Product #	Description
T4080AA	HP Dsktop Inv 8.0 Software Media
T4081AA	HP Dsktop Inv Base Mod 100+/100 SW LTU
T4082AA	HP Dsktop Inv Base Mod 2,600+/100 SW LTU
T4083AA	HP Dsktop Inv Base Mod 5,100+/100 SW LTU
T4084AA	HP Dsktop Inv Base Mod 10,100+/100 SW LTU
T4085AA	HP Dsktop Inv Base Mod 20,100+/100 SW LTU
T4086AA	HP Dsktop Inv Base Mod 50,100+/100 SW LTU
T4088AA	HP Ntwk Disc 5.2 Software Media

T4089AA	HP Ntwk Disc SW Lic 100+/100 SW LTU
T4090AA	HP Ntwk Disc SW Lic 2,600+/100 SW LTU
T4091AA	HP Ntwk Disc SW Lic 5,100+/100 SW LTU
T4092AA	HP Ntwk Disc SW Lic 10,100+/100 SW LTU
T4093AA	HP Ntwk Disc SW Lic 20,100+/100 SW LTU
T4094AA	HP Ntwk Disc SW Lic 50,100+/100 SW LTU
T4107AA	HP Ntwk Disc Aggreg Applnc Software LTU

Question When is the last date I can order Desktop Inventory and Network Discovery product?

Answer Desktop Inventory 8.0 and Network Discovery 5.2 will continue to be available for purchase to current Desktop Inventory and Network Discovery customers through July 31, 2007. After that date you will no longer be able to purchase additional copies of the product.

Question Can I still purchase additional licenses for versions of Desktop Inventory and Network Discovery that are no longer covered by full support or maintenance support? If yes, how?

Answer No additional licenses can be purchased after July 31, 2007.

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

Answer The latest version of Desktop Inventory is version 8.0 and Network Discovery is 5.2.
Please check www.hp.com/managementsoftware (Products -> Products A-Z -> Full Product Name) or otherwise check with your local HP sales representative or HP software business partner for the latest information.

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: www.hp.com/managementsoftware/buy
- Web Self Solve: www.hp.com/managementsoftware/services
- HP Technical Support: www.hp.com/managementsoftware/submit_call

Question What are the hardware requirements to upgrade to Enterprise Discovery version 2.1?

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 Enterprise Discovery product?

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 Enterprise Discovery version 2.1 environment using in-house technical resources. Where do I get all the required software?

Answer In case you didn't request the Enterprise Discovery version 2.1 media at the time you received the new release notification for that version, please make a request either from Software Update Manager, your local HP contract administration representative or your HP Services Integrator (SVI) partner to provide you with the

Enterprise Discovery version 2.1 media. The release to be requested is labeled PED210.

Question I received this communication but I have already upgraded my Desktop Inventory and Network Discovery installation to Enterprise Discovery version 2.1. Do I need to do anything?

Answer Some or all of your support contracts might not have been updated to reflect your upgrade to Enterprise Discovery 2.1. Please get in touch with your local HP contract administration representative or your HP 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 is October 31, 2008. 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

Question What are my discontinuance options?

Answer Customers have the option to continue using Desktop Inventory and Network Discovery. HP will stop providing Support for this product on October 31, 2008. Self-Help Support will continue to be available through October 31, 2010. Customers are encouraged to begin reviewing their business requirements for Desktop Inventory and Network Discovery products. 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 Desktop Inventory and Network Discovery support contract?

Answer Upon the End of Support date of Desktop Inventory version 8.0 and Network Discovery 5.2, your support contract will automatically be updated to reflect Enterprise Discovery version 2.1.

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 Desktop Inventory and Network Discovery 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 Enterprise Discovery version 2.1 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 Desktop Inventory version 8.0 and Network Discovery version 5.2 to Enterprise Discovery version 2.1, 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 Services Integrator (SVI) partner to get your support contract updated accordingly.

Question When I upgrade from Desktop Inventory version 8.0 and Network Discovery version 5.2 to Enterprise Discovery version 2.1, can I expect the same support pricing compared to Desktop Inventory and Network Discovery?

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

For more information

For more information on Full Product Name and HP Software services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:

www.hp.com/managementsoftware/products

www.hp.com/managementsoftware/services

www.hp.com/managementsoftware/support-lifecycle

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