



HP Software Database & Middleware Automation (DMA) 1.0x Obsolescence Announcement Frequently Asked Questions

On February 1, 2012, HP announced the end of sale date and end of support dates for DMA 1.0x. This document provides answers to frequently asked questions regarding this announcement.

Product related questions

Question When is HP discontinuing DMA 1.0x?

Answer Effective, HP is announcing the discontinuance of DMA 1.0x platform and media. Customers may continue to purchase DMA 1.0x until April 1, 2012. As of this date, the product will be removed from HP's Corporate Price List and will no longer be generally orderable.

Question Why is HP discontinuing DMA 1.0x?

Answer Effective with the latest release of DMA 9.1x, HP is announcing the obsolescence of the older versions of DMA 1.0x. 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. Note that this only affects the infrastructure and agent media, not LTU (license to use) product numbers which are not limited to specific versions.

Question When is the last date I can order DMA 1.0x?

Answer DMA 1.0x platform and media will continue to be available for purchase to current support customers through April 1, 2012. As of that date, purchase of DMA 1.0x platform and media will require special approval for ordering.

Question Can I still purchase additional licenses for DMA 1.0x If yes, how?

Answer Product licensing is not affected by this announcement. LTU (license to use) product numbers are not associated with a specific product version. DMA LTU product numbers may still be purchased and are valid for all currently supported versions of DMA.

Question Do I need to request new license keys when upgrading to DMA 9.1x?

Answer No, you don't need new license keys for DMA 9.1x.

Question Do I need to purchase Server Automation 9.1x licenses?

<i>Answer</i>	To ensure that the proper Customer Support mechanisms are in place to maintain the DMA infrastructure which relies on HP Server Automation, you must purchase a single HP Server Automation license that is associated with your customer support SAID. If you already have this license, then you have met this requirement. If you don't have a Server Automation license you will need to purchase it. Please contact your local HP sales representative or HP software business partner.
<i>Question</i>	Will I be able to migrate my current DMA workflows and other content to DMA 9.1x, which leverages a common ServerAutomation 9.1x platform?
<i>Answer</i>	Yes, DMA 9.1x will continue to run most workflows created in prior releases of DMA. See the Release Notes for deprecated features.
<i>Question</i>	What version of DMA 1.0x is currently available and what upgrade plans do you have for the product, if any?
<i>Answer</i>	The latest version is DMA 9.1x. 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.
<i>Question</i>	Who can I contact if I have more questions with regards to this product discontinuance?
<i>Answer</i>	<p>You have several options available to you:</p> <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 • <u>Web Self Solve:</u> www.hp.com/go/hpsoftwaresupport/ • HP Technical Support: www.hp.com/go/hpsoftwaresupport/casemanager/submitcase
<i>Question</i>	What are the hardware requirements to upgrade to DMA 9.1x?
<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 DMA 1.0x?
<i>Answer</i>	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.
<i>Question</i>	I plan to upgrade my DMA 1.0x environment using in-house technical resources. Where do I get all the required software?
<i>Answer</i>	Since DMA 9.1x shares a common infrastructure and agents with HP Server Automation, all DMA 1.0x support customers can download Server Automation 9.1x media via 'My Updates'.
<i>Question</i>	What is the concurrent support time period
<i>Answer</i>	There will be 6 months of concurrent support for getting migrated to the DMA 9.1x..

Support contract related questions

<i>Question</i>	What is the end of support date?
-----------------	----------------------------------

<i>Answer</i>	The End of Support date for DMA 1.0x is July 31, 2013. 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?
<i>Answer</i>	Customers have the option to continue using DMA 1.0x. HP will stop providing support for DMA 1.0x on July 31, 2013 Self-Help Support will continue to be available through July 31, 2015. Customers are encouraged to begin reviewing their business requirements for DMA 1.0x. 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.
<i>Question</i>	Can I get a support contract for technical support only, without having to pay for upgrades?
<i>Answer</i>	No, support contracts include both technical support and software updates.
<i>Question</i>	Should there be a defect with a version of DMA 1.0x for which no defect fixing is done anymore, can I pay for a fix to be implemented on my request?
<i>Answer</i>	HP may choose to offer defect fixes at a premium price, depending on available resources.
<i>Question</i>	If I am on a support contract, what will I be entitled to?
<i>Answer</i>	You should have received a letter or electronic notification from HP to inform you about the availability of DMA 9.1x 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.
<i>Question</i>	When I upgrade from DMA 1.0x to DMA 9.1x, can I continue my existing support contracts until they expire?
<i>Answer</i>	Yes, you can continue using your existing support contracts until they expire.
<i>Question</i>	When I upgrade from DMA 1.0x to DMA 9.1x, can I expect the same support pricing compared to DMA 1.0x
<i>Answer</i>	Not necessarily. Each product support price is determined independently.
<i>Question</i>	What migration services are available to help me upgrade?
<i>Answer</i>	Your local HP sales representative or HP software business partner can help you get this information.

For more information

For more information on DMA 9.1x 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/hpsoftwaresupport/

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

© Copyright 2012 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

For more information, go to
www.hp.com/go/Software
02.2012. Printed in the U.S.

