



HP Software Data Protector Open File Backup Extension (DP OFB) Obsolescence Announcement

Frequently Asked Questions

On July 1, 2012, HP announced the end of sale date and end of support dates for DP OFB.

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

Product related questions

Question When is HP discontinuing DP OFB?

Answer Effective July 1, 2012, HP is announcing the discontinuance of DP OFB.

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 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 Where can I find upgrade information for DP OFB?

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. Also, you may reference the following website:
<http://www.evault.com/products/data-backup-software/index.html>

Support contract related questions

Question What is the end of support date?

Answer The End of Support date for DP OFB is July 31, 2013. 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 DP OFB. HP will stop providing support for DP OFB 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 DP OFB. 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 DP OFB 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.

For more information

For more information on DP OFB 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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For more information, go to www.hp.com/go/software

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