



HP Configuration Management 4.2, 4.2i & 5.0 Version Obsolescence Announcement Frequently Asked Questions

On July 1st, 2009, HP announced the version maturity, end of sale date and end of support date for HP Configuration Management versions 4.2, 4.2i & 5.0. This document provides you with answers to frequently asked questions regarding this announcement.

Product related questions

Question When is HP discontinuing HP Configuration Management versions 4.2, 4.2i & 5.0 products?

Answer Effective July 1, 2009, HP is announcing discontinuance of HP Configuration Management versions 4.2, 4.2i & 5.0. Current customers may continue to purchase additional licenses of HP Configuration Management version 4.2, 4.2i & 5.0 through November 1, 2009. 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 HP Configuration Management versions 4.2, 4.2i & 5.0?

Answer Effective with the new release of HP Client Automation version 7.5x (new name for HP Configuration Management), HP is announcing the obsolescence of the older version i.e. HP Configuration Management versions 4.2, 4.2i & 5.0. This is in accordance with the HP Software Supported Version Policy 4.2. 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 HP Configuration Management 4.2, 4.2i & 5.0?

Answer HP Configuration Management versions 4.2, 4.2i & 5.0 licenses will continue to be available for purchase to current support customers through November 1, 2009. As of that date, you will no longer be able to purchase additional licenses of the product. HP Configuration Management 7.5 provides advanced features and is available to all support customers as a free upgrade.

Question Can I still purchase additional licenses for versions of HP Configuration Management 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 What version of HP Configuration Management is currently available and what upgrade plans do you have for the product, if any?

Answer The latest version of HP Configuration Management is HP Client Automation version 7.5. Please check www.hp.com/go/software (Products -> Products A-Z -> Client Automation) or otherwise check with your local HP sales representative or HP software business partner for the latest information.

Question Can I continue using my existing license keys for HP Configuration Management?

Answer Customers upgrading from either of these products will need an additional license file:

T3823AA/E HP SvrMgtSuit4 UNIX 1-2 proc-Radia LTU
T3824AA/E HP SvrMgtSuit4 UNIX 3-8 proc-Radia LTU
T3825AA/E HP SvrMgtSuit4 UNIX 8+ proc-Radia LTU

To request the license file, please follow the steps below.

1. Go to www.webware.com
2. Select 'Generate License'
3. Enter Order Number: ADTKJU0042GO
4. Complete the process

Customers upgrading from either of these products will need an additional license file:

T3364BA HP Dsktp AppMgmtPk v4 Win-Radia LTU
T3493AA HP Dsktp AppMgtPk1K v4 Win-Radia LTU
T3365BA HP Dsktp SWMgmtPk v4 Win-Radia LTU
T3494AA HP Dsktp SWMgtPk1K v4 Win-Radia LTU
T3795AA HP AppMgmtPk4UXDsktp -Radia LTU
T3797AA HP AppMgtPk4UXDsktp1K-Radia LTU
T3796AA HP SWMgmtPk4UNIXDsktp-Radia LTU
T3798AA HP SWMgmtPk4UXDsktp1K-Radia LTU

To request the license file, please follow the steps below.

1. Go to www.webware.com
2. Select 'Generate License'
3. Enter Order Number: ADTKNS0009TK
4. Complete the process

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 HP Client Automation version 7.5x?

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 the HP Configuration Management 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 HP Configuration Management version 4.2, 4.2i & 5.0 environment using in-house technical resources. Where do I get all the required software?

Answer You can request the HP Client Automation version 7.5x media by sending or faxing in your 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 Client Automation version 7.5x media. The release to be requested is labeled HPCA75.

Question I received this communication, but I have already upgraded HP Configuration Management version 4.2, 4.2i & 5.0 to HP Client Automation version 7.5x. 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 Client Automation version 7.5x. 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 HP Configuration Management versions 4.2, 4.2i & 5.0 is April 30th 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 key dates.

Question What are my discontinuance options?

Answer Customers have the option to continue using HP Configuration Management version 4.2, 4.2i & 5.0. HP will stop providing support for these products on April 30th 2011. Self-Help Support will continue to be available through April 30th 2013. Customers are encouraged to begin reviewing their business requirements for HP Configuration Management. 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 HP Configuration Management 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 Client Automation 7.5x 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 Configuration Management versions 4.2, 4.2i & 5.0 to HP Client Automation version 7.5x, 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 Configuration Management versions 4.2, 4.2i & 5.0 to HP Client Automation version 7.5x, can I expect the same support pricing compared to HP Configuration Management version 4.2, 4.2i & 5.0?

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

Question What migration tools, services and best practices are available to help me upgrade?

Answer HP Client Automation version 7.5 media contains migration utilities that can help you migrate.

A set of migration best practices are available on the BSA Essentials Network. Please visit www.hp.com/go/bsaenetwork, and register for an account. Best practices are available in the Client Automation section.

HP Professional Services migration offerings can help you upgrade your environment to version 7.5. Please contact your HP Sales Representative or Account Manager for more details.

HP has also partnered with third party software service providers to aid you in your migrations. Our partners [Evergreen Systems](#) and [KN3](#) provide migration services whereas [SoftOne Solutions](#) and [Natoli](#) provide both migration services and tools that can make your migrations easy and successful.

For more information

For more information on HP Configuration Management 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/hpssoftwaresupport/

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

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