



HP OpenView Route Analytics Management System version 3.5 and 4.0 Obsolescence Announcement Frequently Asked Questions

On June 1, 2007, HP announced the version maturity, end of sale date and end of support dates for HP OpenView Route Analytics Management System (RAMS) version 3.5 and 4.0. This document provides you with answers to frequently asked questions regarding this announcement.

Product related questions

Question When is HP discontinuing RAMS 3.5 and 4.0 versions?

Answer Effective December 31, 2008, HP is discontinuing HP OpenView Route Analytics Management System version 3.5.
Effective June 30, 2008, HP is discontinuing HP OpenView Route Analytics Management System version 4.0.
Current customers may continue to purchase additional copies of the RAMS version 3.5 and 4.0 product through September 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 RAMS 3.5 and 4.0 versions?

Answer Effective the release of RAMS version 5.0, HP is discontinuing RAMS 3.5 and 4.0. This is in accordance with HP Supported Version Policy version 4.2. For more details please refer to http://support.openview.hp.com/pdf/prod_version_policy_obsolete.pdf

Question What product numbers are affected by this version maturity?

Answer

Product #	Description
BA121CA	OV RAMS v3.5, 25-router pack LTU
BA122CA	OV RAMS v3.5, 100-router pack LTU
BA123CA	OV RAMS v3.5, Unlimited router pack LTU
BA124CA	OV RAMS 3.5 SPI for BGP LTU
BA125CA	OV RAMS 3.5 SPI for EIGRP LTU
BA126CA	OV RAMS 3.5 SPI for IS-IS LTU
BA127CA	OV RAMS 3.5 SPI for OSPF LTU
BA195CA	OV RAMS 3.5 SPI mBGP (unl) LTU

BA196CA	OV RAMS 3.5 View Server LTU
BA197CA	OV RAMS 3.5 SPI mBGP (25k) LTU
BA128CA	RAMS v3.5 Media
BA129CA	RAMS v3.5 Documentation, English
BA128DA	RAMS v4.0 Media
BA129DA	RAMS v4.0 Documentation, English
BA128DAE	RAMS v4.0 E-Media

Question When is the last date I can order RAMS 3.5 and 4.0 versions?

Answer RAMS version 3.5 and 4.0 will continue to be available for purchase to current RAMS customers through September 1, 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 RAMS that are no longer covered by support?

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

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

Answer The latest version of RAMS is version 5.0 and was released March 2007. Please check www.hp.com/managementsoftware (Products -> Products A-Z ->Route Analytics Management System) 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: 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 RAMS version 5.0?

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 RAMS 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 RAMS version 3.5 or 4.0 environment using in-house technical resources. Where do I get all the required software?

Answer In case you didn't request the RAMS version 5.0 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 OpenView Services Integrator (SVI) partner to provide you with the RAMS version 5.0 media. The release to be requested is labeled 50RAMS and can be requested until March 2008.

Question I received this communication but I have already upgraded my RAMS 3.5 or 4.0 installation to version 5.0. Do I need to do anything?

Answer Some or all of your support contracts might not have been updated to reflect your upgrade to RAMS 5.0 version. Please get in touch with your local HP contract administration representative or your HP OpenView Services Integrator partner to have your support contracts updated.

Support contract related questions

Question What are the end of support date for RAMS 3.5 and 4.0?

Answer The End of Support date for RAMS 3.5 is December 31, 2008 and for RAMS 4.0 is June 30, 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, Page 1 for more details.

Question What are my discontinuance options?

Answer Customers have the option to continue using RAMS 3.5 and 4.0. HP will stop providing Support for RAMS 3.5 on December 31, 2008 and for RAMS 4.0 on June 30, 2008. Self-Help Support will continue to be available for RAMS 3.5 through December 31, 2010 and for RAMS 4.0 through June 30, 2010. Customers are encouraged to begin reviewing their business requirements for RAMS. 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 RAMS support contract?

Answer Upon the End of Support date of RAMS version 3.5 or 4.0 your support contract will automatically be updated to reflect RAMS version 5.0 product numbers. In case you haven't upgraded to RAMS version 5.0 by this date, you can continue to get Self-Help Support for RAMS version 3.5 until December 31, 2010 and for RAMS version 4.0 till June 30, 2010.

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 RAMS 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 RAMS version 5.0 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 RAMS version 3.5 or 4.0 to RAMS version 5.0, 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 OpenView Services Integrator (SVI) partner to get your support contract updated accordingly.

Question When I upgrade from RAMS version 3.5 or 4.0 to RAMS version 5.0, can I expect the same support pricing compared to RAMS version 3.5 or 4.0?

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

For more information

For more information on HP OpenView Route Analytics Management System 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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