



## HP Route Analytics Management Software 5.5x & 8.0x Version Obsolescence Announcement Frequently Asked Questions

On May 1<sup>st</sup>, 2010, HP announced the version maturity, end of sale date and end of support date for HP Route Analytics Management Software Version 5.5x & 8.0x. This document provides you with answers to frequently asked questions regarding this announcement.

### Product related questions

**Question** When is HP discontinuing HP Route Analytics Management Software Version 5.5x & 8.0x products?

**Answer** Effective May 1, 2010, HP is discontinuing HP Route Analytics Management Software Version 5.5x & 8.0x. Current customers may continue to purchase additional licenses of HP Route Analytics Management Software Version 5.5x & 8.0x through July 1, 2010. As of this date, the product will be removed from HP's Corporate Price List and will no longer be orderable.

**Question** What version of HP Route Analytics Management Software is currently available and what upgrade plans do you have for the product, if any?

**Answer** The latest version of HP Route Analytics Management Software is version 9.00. Please check [www.hp.com/go/software](http://www.hp.com/go/software) or otherwise check with your local HP sales representative or HP software business partner for the latest information.

**Question** Why is HP discontinuing HP Route Analytics Management Software Version 5.5x & 8.0x?

**Answer** 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.

**Question** When is the last date I can order HP Route Analytics Management Software 5.5x & 8.0x?

**Answer** HP Route Analytics Management Software version 5.5x & 8.0x licenses will continue to be available for purchase to current support customers through July 1,

2010. As of that date, you will no longer be able to purchase additional licenses of the product. HP Route Analytics Management Software 9.00 provides advanced features and is available to all support customers as a free license upgrade.

**Question** Can I still purchase additional licenses for versions of HP Route Analytics Management Software 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** Can I continue using my existing license keys for HP Route Analytics Management Software?

**Answer** If you are using HP Route Analytics Management Software version 8.0x, your existing license keys are valid and can be used with HP Route Analytics Management Software version 9.00. However, if you are using HP Route Analytics Management Software version 5.5x, you will need new license keys once you upgrade. To obtain the new license keys, please visit [www.webware.hp.com](http://www.webware.hp.com), select 'migrate license', enter the migration password 0410RAMS9MIG and complete the process. Please note that the support contract would be updated to reflect your upgrade to the new version only at the time of next support renewal.

**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](http://h20229.www2.hp.com/buy/index.html)
- Web Self Solve:  
[www.hp.com/go/hpssoftwaresupport/](http://www.hp.com/go/hpssoftwaresupport/)
- HP Technical Support:  
[www.hp.com/go/hpssoftwaresupport/casemanager/submitcase](http://www.hp.com/go/hpssoftwaresupport/casemanager/submitcase)

**Question** What are the hardware requirements to upgrade to HP Route Analytics Management Software Version 9.00?

**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 Route Analytics Management Software 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 Route Analytics Management Software version 5.5x & 8.0x environment using in-house technical resources. Where do I get all the required software?

**Answer** All HP Route Analytics Management Software support customers can download the version 9.00 media via 'My Updates'. To do this, the HP Route Analytics Management Software media product number should be on your support contract. If the media product number is not listed in your support contract, please get in touch with your contract administrator to have it added.

**Question** I received this communication, but I have already upgraded HP Route Analytics Management Software version 5.5x & 8.0x to HP Route Analytics Management Software version 9.00. 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 Route Analytics Management Software version 9.00. 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 Route Analytics Management Software version 5.5x is December 31, 2012 & for version 8.0x it is December 31, 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 Route Analytics Management Software version 5.5x & 8.0x. HP will stop providing Support for these products on the end of support dates listed above. Self-Help Support will continue to be available for two additional years after the end of support date. Customers are encouraged to begin reviewing their business requirements for HP Route Analytics Management Software. 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 Route Analytics Management Software 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 Route Analytics Management Software 9.00 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 Route Analytics Management Software version 5.5x & 8.0x to HP Route Analytics Management Software version 9.00, 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 Route Analytics Management Software version 5.5x &

8.0x to HP Route Analytics Management Software version 9.00, can I expect the same support pricing compared to HP Route Analytics Management Software version 5.5x & 8.0x?

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

*Question* What migration services are available to help me upgrade?

*Answer* Your local HP sales representative or HP software business partner can help you get this information.

### **For more information**

For more information on HP Route Analytics Management Software 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](http://www.hp.com/go/software)

[www.hp.com/go/hpsupport/](http://www.hp.com/go/hpsupport)

[www.hp.com/go/hpsupport/support-lifecycle](http://www.hp.com/go/hpsupport/support-lifecycle)

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For more information, go to [www.hp.com/go/software](http://www.hp.com/go/software)

5/2010. Printed in the U.S.

