HP Route Analytics Management Software 4.5x & 5.2x Version Obsolescence Announcement Frequently Asked Questions

On March 1st, 2009, HP announced the version maturity, end of sale date and end of support date for HP Route Analytics Management Software Version 4.5x & 5.2x. 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 4.5x & 5.2x products?
Answer	Effective March 1, 2009, HP is discontinuing HP Route Analytics Management Software Version 4.5x & 5.2x. Current customers may continue to purchase additional licenses of HP Route Analytics Management Software Version 4.5x & 5.2x through May 1, 2009. 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 8.10. Please check www.hp.com/go/software (Products -> Products A-Z -> Route Analytics Management 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 4.5x & 5.2x?
Answer	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 Route Analytics Management Software 4.5x & 5.2x?
Answer	HP Route Analytics Management Software version 4.5x & 5.2x licenses will

continue to be available for purchase to current support customers through May 1, 2009. As of that date, you will no longer be able to purchase additional licenses of the product. HP Route Analytics Management Software 8.10 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	The HP Route Analytics Management Software version 4.5 or 5.2 license keys are valid and can be used with HP Route Analytics Management Software version 8.10. Customers with router packs (BA121DA/E, BA122DA/E or BA123DA/E) will need an additional license key for HP Route Analytics Management Software Route Recorder once they upgrade. To obtain the additional license key, please visit www.webware.hp.com, select 'generate license', enter the special order number ADTZQV0001VL, select appropriate 'LTU' or 'E-LTU', and 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/hpsoftwaresupport/ • HP Technical Support: www.hp.com/go/hpsoftwaresupport/casemanager/submitcase
Question	What are the hardware requirements to upgrade to HP Route Analytics Management Software Version 8.10?
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 4.5x & 5.2x environment using in-house technical resources. Where do I get all the required software?
Answer	You can request the HP Route Analytics Management Software version 8.10 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 Route Analytics Management Software version 8.10 media. The release to be requested is labeled 810RAM.

Question	I received this communication, but I have already upgraded HP Route Analytics Management Software version 4.5x & 5.2x to HP Route Analytics Management Software version 8.10. 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 8.10. 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 4.5x & 5.2x is August 31st 2010. 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 4.5x & 5.2x. HP will stop providing Support for these products on August 31st, 2010. Self-Help Support will continue to be available through August 31st, 2012. 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 8.10 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 4.5x & 5.2x to HP Route Analytics Management Software version 8.10, 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 4.5x & 5.2x to HP Route Analytics Management Software version 8.10, can I expect the same support pricing compared to HP Route Analytics Management Software version 4.5x & 5.2x?
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

www.hp.com/go/hpsoftwaresupport/

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