



HP Reference Information Manager for Databases (RIM4DB) 5.0.x and prior Version Obsolescence Announcement Frequently Asked Questions

On March 1st, 2009, HP announced the version maturity and end of support dates for HP Reference Information Manager for Databases (RIM4DB) Version 5.0.x and all versions prior to that. This document provides you with answers to frequently asked questions regarding this announcement.

Product related questions

Question When is HP discontinuing this HP RIM4DB Version 5.0.x and all prior versions?

Answer Effective March 1, 2009, HP is announcing discontinuance of HP RIM4DB 5.0.x and all prior versions.

Question Why is HP discontinuing HP RIM4DB 5.0.x and prior versions?

Answer Effective the new release of RIM4DB, HP Database Archiving Software version 6.x, HP is announcing the obsolescence of the older versions i.e. HP RIM4DB version 5.0.x and prior. This is in accordance with the HP Software Supported Version Policy v4.2

Question Can I still purchase additional licenses for versions of HP RIM4DB 5.0.x and prior that are no longer covered by full support or maintenance support? If yes, how?

Answer No additional licenses for RIM4DB 5.0.x and prior versions are available at this time.

Question What version of HP RIM4DB is currently available and what upgrade plans do you have for the product, if any?

Answer The latest version of HP RIM4DB is HP Database Archiving software version 6.1. Please check www.hp.com/go/software (Products -> Products A-Z -> HP Database Archiving software) 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
 - HP Database Archiving product Technical Support: obt-support@hp.com

Question What are the hardware requirements to upgrade to RIM4DB Version 5.1 or 6.1?

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 RIM4DB 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 RIM4DB version 5.0 environment using in-house technical resources. Where do I get all the required software?

Answer You can request the HP RIM4DB version 5.1 or Database Archiving Software version 6.1 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 RIM4DB version 5.1 (or 6.1) media. For RIM4DB version 5.1, the release to be requested is labeled RIMDB3 (T5311A & T5313A) & RIMAPS (T5312A). For HP Database Archiving Software version 6.1, the release to be requested is labeled DBAR61.

Question I received this communication but I have already upgraded RIM4DB version 5.0.x or prior to RIM4DB version 5.1 (or 6.1). Do I need to do anything?

Answer Some or all of your support contracts might not have been updated to reflect your upgrade to RIM4DB version 5.1 (or 6.1). Please get in touch with your local HP contract administration representative or your HP Software Services Integrator partner to have your support contracts updated.

Question What options are available for Oracle E-Business and PeopleSoft history data upgrades ?

Answer For a successful History Archived Data upgrade, the assistance of HP Software Professional Services is highly recommended if you have upgraded from one major release of ERP to the next major release. For example, Oracle E-Business 11i to R12 or PeopleSoft 8 to 9 is considered as a major upgrade. Data changes caused by minor dot release upgrades or one-off patches do not need HP Professional Services. Please contact HP Software Support at obt-support@hp.com and they will provide the appropriate guidance.

Support contract related questions

Question What is the end of support date?

Answer The End of Support date 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 RIM4DB version 5.0.x or prior. HP will stop providing Support for this product 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 RIM4DB. 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 RIM4DB for which defect fixing is no longer done, 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 Database Archiving software (new name for RIM4DB) 6.1 for support customers, what license(s) you are entitled to under your support contract and how to sign up for them. Your local HP sales and support representatives or your HP software business partner can help provide information and assistance to enable an easy and successful upgrade.

Question When I upgrade from HP RIM4DB version 5.0.x or prior to HP RIM4DB version 5.1 (or HP Database Archiving software version 6.1), 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 RIM4DB version 5.0.x or prior to HP RIM4DB version 5.1 (or HP Database Archiving software version 6.1), can I expect the same support pricing compared to HP RIM4DB version 5.0.x and prior?

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 obtain this information.

For more information

For more information on HP RIM4DB (now HP Database Archiving software) 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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For more information, go to www.hp.com/go/software
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