



HP Select Access 6.0x Version Obsolescence Announcement Frequently Asked Questions

On May 1, 2008, HP announced the version maturity, end of sale date and end of support dates for HP Select Access (SA) version 6.0x. This document provides you with answers to frequently asked questions regarding this announcement.

Product related questions

Question When is HP discontinuing this HP Select Access 6.0x product?

Answer Effective May 1, 2008, HP is discontinuing HP Select Access version 6.0x. Current customers may continue to purchase additional copies of the Select Access 6.0x products through July 1, 2008. 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 Select Access is currently available and what upgrade plans do you have for the product, if any?

Answer The latest version of HP Select Access is version 6.2.2. Please check www.hp.com/go/software (Products -> Products A-Z -> Select Access) or otherwise check with your local HP sales representative or HP software business partner for the latest information.

Question Why is HP discontinuing this HP Select Access 6.0x product?

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 version maturity?

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 Select Access 6.0x?

Answer HP Select Access 6.0x will continue to be available for purchase to current Select Access customers through July 1, 2008. As of 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 HP Select Access that are no longer covered by full support or maintenance support? If yes, how?

Answer Additional licenses for these versions cannot be purchased after July 1, 2008.

Question Whom 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 Select Access version 6.2x?

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 HP Select Access product?

Answer Information on upgrading from prior versions to Select Access version 6.2x is included in the Select Access version 6.2x product documentation. In addition to this, your local HP sales representative or HP software business partner can help you get this information.

Question I plan to upgrade my HP Select Access version 6.0 environment using in-house technical resources. Where do I get all the required software?

Answer You can request the HP Select Access version 6.2x 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 Select Access version 6.2x media. The release to be requested is labeled SACC62.

Question I received this communication but I have already upgraded my HP Select Access installation to version 6.2x. 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 Select Access 6.2x. 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 is October 31, 2009. 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 the key dates.

Question What are my discontinuance options?

Answer Customers have the option to continue using HP Select Access 6.0. HP will stop providing Support for this product on October 31, 2009. Self-Help Support will continue to be available through October 31, 2011. Customers are encouraged to begin reviewing their business requirements for Select Access. 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 HP Select Access support contract?

Answer Upon the End of Support date of HP Select Access version 6.0, your support contract will automatically be updated to reflect HP Select Access version 6.2.2 product numbers. In case you haven't upgraded to HP Select Access version 6.2.2 by this date, you can continue to get Self-Help Support for HP Select Access version 6.0 until October 31, 2011.

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 Select Access 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 Select Access version 6.2x 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 Select Access version 6.0 to HP Select Access version 6.2x, 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 Select Access version 6.0 to HP Select Access version 6.2x, can I expect the same support pricing compared to HP Select Access version 6.0?

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

Question What migration services are available to help me upgrade?

Answer HP Consulting & Integration or HP Software Business Partners can provide migration assistance as a services engagement. In addition, the product provides documentation for the migration process.

For more information

For more information on Select Access 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/hpsupport/

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

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