



HP Select Audit Obsolescence Announcement Frequently Asked Questions

On November 1, 2008, HP announced the end of sale date and end of support dates for HP Select Audit. This document provides you with answers to frequently asked questions regarding this announcement.

Product related questions

Question When is HP discontinuing HP Select Audit products?

Answer Effective November 1, 2008, HP is discontinuing HP Select Audit products. Current customers may continue to purchase additional copies of HP Select Audit products through January 1, 2009. As of this date, the products will be removed from HP's Corporate Price List and will no longer be orderable.

Question Why is HP discontinuing HP Select Audit products?

Answer HP has decided to partner with Novell as the best way forward to meet on-going identity center customer needs and HP Select Audit is being discontinued as part of this decision. This provides an option for you to migrate to Novell's industry-leading identity management products.

Question What product numbers are affected by this discontinuance?

Answer Please refer to Appendix B in the customer letter for details.

Question When is the last date I can order HP Select Audit?

Answer HP Select Audit will continue to be available for purchase to current customers through January 1, 2009. After that date you will no longer be able to purchase additional licenses of the product.

Question Can I still purchase additional licenses for HP Select Audit that is 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 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:
h20229.www2.hp.com/buy/index.html
- Web Self Solve:

- www.hp.com/go/hpssoftwaresupport/
HP Technical Support:
www.hp.com/go/hpssoftwaresupport/casemanager/submitcase

Support contract related questions

Question What is the end of support date?

Answer The End of Support date is October 31, 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 the section End of Sale / End of Support in the Customer Letter.

Question What are my discontinuance options?

Answer Customers have the option to continue using HP Select Audit products. HP will stop providing Support for these products on October 31, 2010. Customers are encouraged to begin reviewing their business requirements for identity management products and consider the benefits offered by the Novell migration program. Customers are also encouraged to contact their local HP sales representative for help in determining migration options that meet customer business needs.

Question How does this affect my HP Select Audit support contract?

Answer Upon the expiration of an existing support contract for the HP Select Audit products; your support contract will automatically be terminated.

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 Audit 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 What am I entitled to if I have an active support contract?

Answer You are entitled to avail support until your contract end date for HP Select Audit products. You are also entitled to 100% equivalent license credit for Novell Identity Solutions upon committing to begin migrating prior to May 15, 2009. Your local HP sales and support representatives can help provide information and assistance to enable your migration to Novell Identity Solutions be easy and successful.

Question What migration services are available to help me upgrade?

Answer HP Software Services or HP Software Business Partners can provide migration assistance as a services engagement.

Please refer to Appendix B in the Customer Letter for a complete list of the products that will be marked obsolete as part of this announcement.

For more information

For more information on HP Select Audit 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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