



## HP OpenView Select Identity 2.46, 3.0.x and 3.3.x Version Obsolescence Announcement Frequently Asked Questions

On February 1, 2007, HP announced the version maturity, end of sale date and end of support dates for HP OpenView Select Identity (OVSI) version 2.46, 3.0.x and 3.3.x. This document provides you with answers to frequently asked questions regarding this announcement.

### Product related questions

**Question** When is HP discontinuing this Select Identity 2.46, 3.0.x and 3.3.x products?

**Answer** Effective September 30, 2008, HP is discontinuing HP OpenView Select Identity version 2.46, 3.0.x.  
Effective January 31, 2009, HP is discontinuing HP OpenView Select Identity version 3.3.x.

**Question** Why is HP discontinuing HP OpenView Select Identity versions 2.46, 3.0.x and 3.3.x?

**Answer** This is in accordance with the HP OpenView Supported Version Policy 4.2. Definitions of terms are documented in the HP OpenView product version obsolescence guidelines. The current releases of OVSI are versions 4.01 and 4.1.

**Question** What product numbers are affected by this version maturity?

**Answer**

Product No.	Description
T3521AA	HPOV Selct Identity 3.0 Media
T3521CA	HPOV Selct Identity 3.0.1 Media
T3521DA	HP OpenView Select ID 3.0.2 Media
T3521EA	HP OpenView Select ID 3.3 Media
T3521FA	HP Select Identity 3.3.1 Media
T3521FC	HP Select Identity 3.3.1-S.Chinese Media
T3521FJ	HP Select Identity 3.3.1-Japanese Media
T3521FK	HP Select Identity 3.3.1-Korean Media
T3522AA	HP Select Identity 3.3.1-L10N Media
T3523AA	HPOV Select Identity 100+ LTU
T3524AA	HPOV Select Identity 5,000+ LTU

T3525AA	HPOV Select Identity 10,000+ LTU
T3526AA	HPOV Select Identity 20,000+ LTU
T3527AA	HPOV Select Identity 50,000+ LTU
T3528AA	HPOV Select Identity 100,000+ LTU
T3529AA	HPOV Select Identity 250,000+ LTU
T3530AA	HPOV Select Identity 500,000+ LTU
T3531AA	HPOV Select Identity 1,000,000+ LTU
T3532AA	HPOV Select Identity 2,000,000+ LTU
T3533AA	HPOV Select Identity 5,000,000+ LTU
T3534AA	HPOV Select Identity 10,000,000+ LTU
T3535AA	HPOV SI 3.0 Std Connector Media
T3535CA	HPOV SI 3.0.1 Std Connector Media
T3535DA	HP OpenView Select ID 3.0.2 StdCon Media
T3535EA	HP OpenView Select ID 3.3 Std Con Media
T3535FA	HP Select Identity 3.3.1 StdCon Media
T3536AA	HPOV SI Std Connector LTU
T3537AA	HP OpenView Select ID 1,000+ LTU
T3539AA	HP OpenView Select ID 25,000+ LTU
T3540AA	HP OpenView Select ID Enterprise LTU
T3541AA	HP OpenView Select ID B2B Site Lic LTU
T3542AA	HP OpenView Select ID B2C Site Lic LTU

**Question** When is the last date I can order OVSI 2.46, 3.0.x and 3.3.x versions?

**Answer** OVSI 2.46, 3.0 and 3.3 versions will continue to be available for purchase to current OVSI customers through June 1, 2007. After 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 Select Identity versions 2.46, 3.0 and 3.3 that are no longer covered by support? If yes, how?

**Answer** No additional licenses can be purchased after June 1, 2007.

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

**Answer** The current versions of OVSI are version 4.01 released in April 2006 and 4.1 released in November 2006. Customers using OVSI version 2.46, 3.0.x and 3.3.x are recommended to upgrade to version 4.01 or 4.1. Please check [www.hp.com/managementsoftware](http://www.hp.com/managementsoftware) (Products -> Products A-Z -> Select Identity) or otherwise check with your local HP sales representative or HP software business partner for the latest information.  
Refer to the product documentation for information on migration utilities from prior to current releases.

**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](http://www.hp.com/managementsoftware/buy)
- Web Self Solve: [www.hp.com/managementsoftware/services](http://www.hp.com/managementsoftware/services)
- HP Technical Support: [www.hp.com/managementsoftware/submit\\_call](http://www.hp.com/managementsoftware/submit_call)

**Question** What are the hardware requirements to upgrade to OVSI version 4.01 or 4.10?

**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 OVSI 2.46, 3.0.x and 3.3.x products?

**Answer** 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 can help you get this information, alternatively please see the Customer Letter for further details.

**Question** I plan to upgrade my OVSI version 2.46, 3.0.x and 3.3.x environment using in-house technical resources. Where do I get all the required software?

**Answer** In case you didn't request the OVSI version 4.01 or 4.10 media at the time you received the new release notification for that version, please make a request either from Software Update Manager, your local HP contract administration representative or your HP OpenView Services Integrator (SVI) partner to provide you with the OVSI version 4.01 or 4.10 media. The release to be requested is labeled SI401 or SI410 and can be requested until January 31, 2008.

**Question** I received this communication but I have already upgraded my OVSI installation to version 4.x. 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 OpenView Select Identity version 4.x. Please get in touch with your local HP contract administration representative or your HP OpenView 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 OVSI versions 2.46 and 3.0.x is September 30, 2008.  
The End of Support date for OVSI version 3.3.x is January 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 important key dates for this obsolescence.

**Question** What are my discontinuance options?

**Answer** Customers have the option to continue using OVSI version 2.46, 3.0.x and 3.3.x. HP will stop providing Support for OVSI versions 2.46 and 3.0.x on September 30, 2008 and OVSI version 3.3.x on January 31, 2009. Self-Help Support for OVSI versions 2.46 and 3.0.x will continue to be available through September 30, 2010 and for OVSI version 3.3 through January 31, 2011. Customers are

encouraged to begin reviewing their business requirements for OVSI. 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 OVSI support contract?

**Answer** Upon the End of Support date of OVSI version 2.46, 3.0.x and 3.3.x your support contract will automatically be updated to reflect OVSI version 4.x product numbers. In case you haven't upgraded to OVSI version 4.x by this date, you can continue to get Self-Help Support for OVSI version 2.46, 3.0 until September 30, 2010 and for OVSI version 3.3 till January 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 OVSI 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 OVSI version 4.01 or 4.10 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 OVSI version 2.46, 3.0.x and 3.3.x to OVSI version 4.x, 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 OpenView Services Integrator (SVI) partner to get your support contract updated accordingly.

**Question** When I upgrade from OVSI version 2.46, 3.0.x and 3.3.x to OVSI version 4.x, can I expect the same support pricing compared to OVSI version 2.46, 3.0.x and 3.3.x?

**Answer** Not necessarily. Each product support price is determined independently. Whilst the goal is to maintain a similar support price the actual support price may vary slightly.

## For more information

For more information on HP OpenView Select Identity 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](http://www.hp.com/managementsoftware/products)

[www.hp.com/managementsoftware/services](http://www.hp.com/managementsoftware/services)

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

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