



HP ServiceCenter version 5.0.x and prior Obsolescence Announcement Frequently Asked Questions

On November 21, 2007, HP announced the version maturity, end of sale date and end of support dates for HP ServiceCenter (SC) version 5.0.x and prior. This document provides you with answers to frequently asked questions regarding this announcement.

Product related questions

Question When is HP discontinuing this HP ServiceCenter 5.0.x and prior versions?

Answer Effective November 21, 2007 HP is announcing the discontinuance of HP ServiceCenter version 5.0.x and prior. Customers running SC 5.0.x and prior may continue to purchase additional copies of the HP ServiceCenter product through December 31, 2008. As of this date, the product for these SC versions will be removed from HP's Corporate Price List and will no longer be orderable.

Question Why is HP discontinuing this HP ServiceCenter 5.0.x and prior?

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 ServiceCenter 5.0.x and prior?

Answer HP ServiceCenter 5.0.x and prior will continue to be available for purchase through December 31, 2008. After that date ServiceCenter version 5.0.x and prior will no longer be available for sale.

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

Answer No. Additional licenses are no longer available for purchase as of January 1, 2009.

Question What version of HP ServiceCenter or Service Manager is currently available and what upgrade /migration plans do you have for the product, if any?

Answer The latest version of HP ServiceCenter is 6.2.x and HP Service Manager is version

7.00. Please check www.hp.com/go/software (Products -> Products A-Z -> HP ServiceCenter or HP Service Manager) or otherwise check with your local HP sales representative or HP software business partner for the latest information.

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: www.hp.com/managementsoftware/buy
- Web Self Solve: www.hp.com/managementsoftware/services
- HP Technical Support: www.hp.com/managementsoftware/submit_call

Question What are the hardware requirements to upgrade / migrate to ServiceCenter 6.2 / HP Service Manager version 7.00?

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 ServiceCenter 5.0.x and prior products?

Answer Your local HP sales representative or HP software business partner can help you with this information.

Question I plan to upgrade / migrate my HP ServiceCenter 5.0.x and prior environment using in-house technical resources. Where do I get all the required software?

Answer You can request the HP ServiceCenter version 6.2.x media by sending or faxing the pull letter you have received or by requesting or downloading the software via Software Update Manager (SUM). For the Service Manager 7.00 media, please contact your local HP contract administration representative to initiate the migration. Once approved, the Service Manager 7.00 media will be added to the support contract. Afterwards, the media can be downloaded via Software Update Manager (SUM). The release to be requested is labeled SCT620 for ServiceCenter 6.2 or SMGR70 for Service Manager 7.00.

Question I received this communication but I have already upgraded / migrated my HP ServiceCenter installation to HP ServiceCenter 6.2.2 / HP Service Manager 7.00. Do I need to do anything?

Answer Some or all of your support contracts might not have been updated to reflect your upgrade / migration to HP ServiceCenter 6.2.x / HP Service Manager 7.00. Please contact your local HP contract administration representative or your HP 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 December 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 2 for the key dates.

Question What are my discontinuance options?

Answer Customers have the option to continue using HP ServiceCenter 5.0.x and prior. HP will stop providing Support for this product on December 31, 2009. Self-Help Support will continue to be available through December 31, 2011. Customers are encouraged to begin reviewing their business requirements for HP ServiceCenter. 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 ServiceCenter support contract?

Answer Upon the End of Support date of HP ServiceCenter version 5.0.x and prior, your support contract will automatically be updated to reflect HP Service Manager version 7.00 product numbers. If you haven't upgraded to HP Service Manager version 7.00 by this date, you can continue to receive Self-Help Support for HP ServiceCenter version 5.0.x and prior until December 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 ServiceCenter 5.0.x or prior for which defect resolution is no longer available, can I pay for a resolution 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 Service Manager version 7.00 and how to initiate the migration. 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 migrate from HP ServiceCenter version 5.0.x or prior to HP Service Manager version 7.00, 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 migrate from HP ServiceCenter version 5.0.x or prior to HP Service Manager version 7.00, can I expect the same support pricing compared to HP ServiceCenter version 5.0.x or prior?

Answer Please contact your contract administrator or your HP Sales Representative for an estimate of the support contract pricing for Service Manger 7.00.

Question What migration services are available to help me upgrade?

Answer Your local HP sales representative or HP software business partner can help you with this information.

For more information

For more information on HP ServiceCenter 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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