



## HP Service Information Portal 3.0, 3.1 & 3.2 Product Obsolescence Announcement Frequently Asked Questions

On October 1, 2007, HP announced the version maturity, end of sale date and end of support dates for HP Service Information Portal (SIP) versions 3.0, 3.1 & 3.2. This document provides you with answers to frequently asked questions regarding this announcement.

### Product related questions

**Question** When is HP discontinuing this Service Information Portal product?

**Answer** Effective October 1, 2007 HP is discontinuing Service Information Portal 3.0, 3.1 & 3.2. Current customers may continue to purchase additional copies of the Service Information Portal product through January 1, 2008. As of this date, the product will be removed from HP's Corporate Price List and will no longer be orderable.

**Question** Why is HP discontinuing this Service Information Portal product?

**Answer** HP Operations Dashboard provides advanced features and provides equivalent functionality to HP Service Information Portal, while ensuring continued support and compatibility.

**Question** What product numbers are affected by this discontinuance?

**Answer**

Product #	Description
J4800AA	HP Svc Inf Portal 3.0 Software Media
J4800AJ	HP Svc Inf Portal 3.0 JPN Software Media
J4800BA	HP Svc Inf Portal 3.1 Software Media
J4800BJ	HP Svc Inf Portal 3.1 JPN Software Media
J4800CA	HP Svc Inf Portal 3.2 ENG Software Media
J4801AA	HP Svc Inf Portal Software LTU

**Question** When is the last date I can order Service Information Portal product?

**Answer** HP Service Information Portal 3.0, 3.1 & 3.2 will continue to be available for purchase to current Service Information Portal customers through January 1, 2008. 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 Service Information Portal that are no longer covered by full support or maintenance support? If yes, how?

**Answer** No additional licenses can be purchased after January 1, 2008.

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

**Answer** The latest version of Service Information Portal is version 3.2. Please check [h20229.www2.hp.com/products](http://h20229.www2.hp.com/products) (Products -> Products A-Z -> Service Information Portal) 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: [h20229.www2.hp.com/buy](http://h20229.www2.hp.com/buy)
- Web Self Solve: [www.hp.com/go/hpssoftwaresupport](http://www.hp.com/go/hpssoftwaresupport)
- HP Technical Support: [www.hp.com/go/hpssoftwaresupport/casemanager/submitcase](http://www.hp.com/go/hpssoftwaresupport/casemanager/submitcase)

**Question** What are the hardware requirements to upgrade to HP Operations Dashboard version 2.1?

**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 HP Operations Dashboard 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** How do I upgrade from Service Information Portal to Operations Dashboard Operations View?

**Answer** You can only upgrade from version 3.2 of HP SIP. Thus, if you are on HP SIP version 3.2 and want to move to HP Operations Dashboard Operations View, then you can make a direct upgrade.

However, if you are on HP SIP version 3.1 and want to move to HP Operations Dashboard Operations View, you must first upgrade to HP SIP version 3.2 (release name - SIP320), and then move up to HP Operations Dashboard Operations View.

If you are on HP SIP version 3.0, you will first have to upgrade to version 3.1 (release name - SIP310), then to version 3.2 (release name - SIP320), and then to HP Operations Dashboard Operations View.

**Question** Is there any tool to assist me during the migration?

**Answer** There is a migration tool to take your HP SIP version 3.2 data into HP Operations Dashboard Operations View format. This migration tool is run separately from the actual HP Operations Dashboard installation. So, you install HP Operations Dashboard Operations View, and then you run the migration tool at your convenience.

Should you use the migration tool, your HP SIP data will remain intact so you can use both HP SIP and HP Operations Dashboard Operations View at the same time.

**Question** I plan to upgrade to HP Operations Dashboard version 2.1 environment using in-house technical resources. Where do I get all the required software?

**Answer** You can request the HP Operations Dashboard Software version 2.1 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 Operations Dashboard version 2.1 media. The release to be requested is labeled SIP2OD.

**Question** I received this communication but I have already upgraded my Service Information Portal installation to HP Operations Dashboard version 2.1. Do I need to do anything?

**Answer** Some or all of your support contracts might not have been updated to reflect your upgrade to HP Operations Dashboard 2.1. Please get in touch with 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 March 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 Service Information Portal. HP will stop providing Support for this product on March 31, 2009. Self-Help Support will continue to be available through March 31, 2011. Customers are encouraged to begin reviewing their business requirements for Service Information Portal. 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 Service Information Portal support contract?

**Answer** Upon the End of Support date of Service Information Portal version 3.0, 3.1 & 3.2, your support contract will automatically be updated to reflect Operations Dashboard version 2.1. In case you haven't upgraded to Operations Dashboard version 2.1 by this date, you can continue to get Self-Help Support for Service Information Portal version 3.0, 3.1 & 3.2 until March 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 Service Information Portal 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 Operations Dashboard version 2.1 for support customers, what license(s) you were entitled to under your support contract and how to sign up for it. The entitlement certificate can be used to obtain a permanent password for using HP Operations Dashboard Operations View. 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 Service Information Portal version 3.0, 3.1 & 3.2 to HP Operations Dashboard version 2.1, 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 Service Information Portal version 3.0, 3.1 & 3.2 to HP Operations Dashboard version 2.1, can I expect the same support pricing compared to Service Information Portal?
Answer	Not necessarily. Each product support price is determined independently.

## For more information

For more information on Service Information Portal and HP Software services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:

[h20229.www2.hp.com/products](http://h20229.www2.hp.com/products)

[www.hp.com/go/hpssoftwaresupport](http://www.hp.com/go/hpssoftwaresupport)

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

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