



HP Mercury Service Desk Obsolescence Announcement Frequently Asked Questions

On Nov 21, 2007 , HP announced the version maturity, end of sale date and end of support dates for HP Mercury Service Desk (MSD). This document provides you with answers to frequently asked questions regarding this announcement.

Product related questions

Question When is HP discontinuing this HP Mercury Service Desk product?

Answer Effective Nov 21, 2007 HP is discontinuing HP Mercury Service Desk. Current customers may continue to purchase additional copies of the HP Mercury Service Desk product through Feb 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 HP Mercury Service Desk 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 discontinuance?

Product #	Description
T5672AA	HP Mercury SD Casual Usr SW LTU
T5673AA	HP Mercury SD Concurrent Usr SW LTU
T5674AA	HP Mercury SD Foundation SW LTU
T5675AA	HP Mercury SD Named Usr SW LTU

Question Can I still purchase additional licenses for versions of HP Mercury Service Desk that are no longer covered by support? If yes, how?

Answer No. Additional licenses are no longer available for purchase as of Feb 1, 2008.

Question What version of HP Mercury Service Desk is currently available and what upgrade plans do you have for the product, if any?

Answer The latest version of HP Mercury Service Desk is version 6.5. HP has announced discontinuance of Mercury Service Desk as on Nov 21, 2007. Current customers can upgrade to HP ServiceCenter 6.2.x or migrate to HP Service Manager 7.00. Please check www.hp.com/go/software (Products -> Products A-Z -> HP ServiceCenter or 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 to HP ServiceCenter version 6.2.x or Service Manager version 7.0?

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 Mercury Service Desk product?

Answer Your local HP sales representative or HP software business partner can help you get this information, alternatively please see the Customer for further details.

Question I plan to upgrade my HP Mercury Service Desk environment using in-house technical resources. Where do I get all the required software?

Answer For the ServiceCenter 6.2 or the Service Manager 7.00 media, please contact your local HP contract administration representative to initiate the migration. Once approved, the media product number 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 my HP Mercury Service Desk installation to HP ServiceCenter 6.2.x or migrated to HP Service Manager version 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 to HP Service Manager version 7.00. 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 Jan 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 Customer Letter, Page 2 for the key dates.

Question What are my discontinuance options?

Answer Customers have the option to continue using HP Mercury Service Desk. HP will stop providing Support for this product on Jan 31, 2010. Customers are encouraged to begin reviewing their business requirements for HP Mercury Service Desk. 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 Mercury Service Desk support contract?

Answer Upon the End of Support date of HP Mercury Service Desk, your support contract will automatically be updated to reflect to HP Service Manager version 7.00 as a license exchange.

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 Mercury Service Desk 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 Service Manager version 7.00 and how to initiate the migration to it. Your local HP sales and support representatives or your HP software business partner can help provide information and assistance to enable your migration to be efficient and successful.

Question When I upgrade from HP Mercury Service Desk to HP ServiceCenter 6.2.x or migrate to Service Manager 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 Services Integrator (SVI) partner to get your support contract updated accordingly.

Question When I upgrade from HP Mercury Service Desk version to HP ServiceCenter 6.2.x or migrate to HP Service Manager version 7.00, can I expect the same support pricing compared to HP Mercury Service Desk?

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

For more information

For more information on HP ServiceCenter 6.2 or Service Manager 7.00 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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