



mValent Integrity Server Product Obsolescence Announcement Frequently Asked Questions

On December 1, 2009, HP announced the end of sale date and end of support dates for mValent Integrity Server. This document provides you with answers to frequently asked questions regarding this announcement.

Product related questions

Question When is HP discontinuing the mValent Integrity Server products?

Answer HP has already discontinued mValent Integrity Server products and they are no longer available from HP.

Question Why is HP discontinuing these mValent Integrity Server products?

Answer When Oracle purchased mValent, Oracle terminated HP's contract to resell the mValent Integrity Server product line.

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 mValent Integrity Server?

Answer When Oracle purchased mValent, Oracle terminated HP's contract to resell the mValent Integrity Server product line. Effective December 1, 2009, HP is discontinuing mValent Integrity Server products. Although mValent Integrity Server products have not been orderable and not visible on HP's Corporate Price List since Oracle terminated HP's contract, we are finalizing the process by completely removing mValent Integrity Server from the price list.

Question Can I still purchase additional licenses for mValent Integrity Server that is no longer covered by full support or maintenance support? If yes, how?

Answer Additional licenses are no longer available for purchase from HP. Additional licenses can be purchased directly from Oracle.

Question Whom can I contact if I have more questions with regards to this product discontinuance?

Answer If you have any questions regarding why HP is no longer selling or supporting the mValent Integrity Server product line, please contact Kristin Brennan (kristin.brennan@hp.com).

Support contract related questions

Question What is the end of support date?

Answer The End of Support date is the same as the end of the existing support contract. 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 mValent Integrity Server products. HP will stop providing Support for these products once existing customer contracts expire. Customers are encouraged to begin reviewing their business requirements for mValent Integrity Server products. Customers are also encouraged contact Oracle directly for help in determining contract renewal options.

Question How does this affect my mValent Integrity Server support contract?

Answer Upon the expiration of an existing support contract for the mValent Integrity Server products, your support contract will automatically be terminated. Beyond this date, you should renew the support contract with Oracle directly to avail support.

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. Please contact Oracle directly for support options.

Question Should there be a defect with a version of mValent Integrity Server for which no defect fixing is done anymore, can I pay for a fix to be implemented on my request?

Answer HP does not own the software bits for this program, please contact Oracle for additional information.

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 mValent Integrity Server products. Your local HP sales and support representatives can help provide information and assistance to enable your support contract migration to Oracle be easy and successful.

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 mValent Integrity Server 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/hpsoftwaresupport/

www.hp.com/go/hpsoftwaresupport/support-lifecycle

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