



## HP Software **OMDB & SAR 7.0, 7.5x, 7.8x** Obsolescence Announcement Frequently Asked Questions

On August 01, 2010, HP announced the end of sale date and end of support dates for OMDB & SAR 7.0, 7.5x, 7.8x.

This document provides answers to frequently asked questions regarding this announcement.

### Product related questions

**Question** When is HP discontinuing OMDB & SAR 7.0, 7.5x, 7.8x ?

**Answer** Effective August 01, 2010, HP is announcing the discontinuance of OMDB & SAR 7.0, 7.5x, 7.8x . Current customers may continue to purchase additional licenses of OMDB & SAR 7.0, 7.5x, 7.8x until October 01, 2010 as appropriate. 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 OMDB & SAR 7.0, 7.5x, 7.8x ?

**Answer** Effective with the new release of BSA Essentials 2.0, HP is announcing the obsolescence of OMDB & SAR 7.0, 7.5x, 7.8x. This is in accordance with the HP Software Supported Version Policy 4.3. Definitions of terms are documented in the [HP Software product version obsolescence guidelines](#).

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

**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 OMDB & SAR 7.0, 7.5x, 7.8x ?

**Answer** OMDB & SAR 7.0, 7.5x, 7.8x may continue to be available for purchase and/or download to current support customers through October 01, 2010. As of that date, you will no longer be able to purchase and/or download additional licenses of the product.

**Question** Can I still purchase additional licenses for OMDB & SAR 7.0, 7.5x, 7.8x? If yes, how?

**Answer** Yes: SAR 7.8x may be downloaded if you are a supported SA customer by visiting the "My Updates" page on the HP Software Self-solve portal before the end of sale

date: October 01, 2010

**Question** Do I need to request new license keys when upgrading to OMDB & SAR 7.0, 7.5x, 7.8x ?

**Answer** No, you don't need new license keys for OMDB & SAR 7.0, 7.5x, 7.8x

**Question** What version of OMDB & SAR 7.0, 7.5x, 7.8x is currently available and what upgrade plans do you have for the product, if any?

**Answer** The latest version is BSA Essentials 2.01. Please check the [IT Management Products](#) page or otherwise check with your local HP sales representative or HP software business partner for the latest information.

**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:  
[h20229.www2.hp.com/buy/index.html](http://h20229.www2.hp.com/buy/index.html)
- 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 BSA Essentials 2.0?

**Answer** Hardware requirements will vary depending on your operating system, please review the appropriate System Requirements and Compatibility Matrix document or contact your local HP Sales Representative or HP Software Business Partner for further assistance.

**Question** Where can I find upgrade information for OMDB & SAR 7.0, 7.5x, 7.8x ?

**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** I plan to upgrade my OMDB & SAR 7.0, 7.5x, 7.8x environment using in-house technical resources. Where do I get all the required software?

**Answer** All OMDB & SAR 7.0, 7.5x, 7.8x support customers can download BSA Essentials 2.0 media via 'My Updates'. To do this, the BSA Essentials 2.0 media product number should be on your support contract. If the media product number is not listed in your support contract, please get in touch with your contract administrator to have it added. **For BSAE 2.0, BSAE product deployments/upgrades in production environments require HP Professional Services help to qualify for HP support.**

### Support contract related questions

**Question** What is the end of support date?

**Answer** The End of Support date for OMDB & SAR 7.0, 7.5x, 7.8x is January 31, 2012. As of this date all customer support activities for this version 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 key dates.

*Question* What are my discontinuance options?

*Answer* Customers have the option to continue using OMDB & SAR 7.0, 7.5x, 7.8x. HP will stop providing support for OMDB & SAR 7.0, 7.5x, 7.8x on October 01, 2010. Self-Help Support will continue to be available through January 31, 2014. Customers are encouraged to begin reviewing their business requirements for OMDB & SAR 7.0, 7.5x, 7.8x. 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* 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 OMDB & SAR 7.0, 7.5x, 7.8x 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 BSA Essentials 2.0 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 OMDB & SAR 7.0, 7.5x, 7.8x to BSA Essentials 2.0, can I continue my existing support contracts until they expire?

*Answer* Yes, you can continue using your existing support contracts until they expire.

*Question* When I upgrade from OMDB & SAR 7.0, 7.5x, 7.8x to BSA Essentials 2.0, can I expect the same support pricing compared to OMDB & SAR 7.0, 7.5x, 7.8x?

*Answer* Not necessarily. Each product support price is determined independently.

*Question* What migration services are available to help me upgrade?

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

*Question* What educational training packages are available for the BSA Essentials 2.0?

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

## **For more information**

For more information on BSA Essentials 2.0 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](http://www.hp.com/go/software)

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

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

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For more information, go to [www.hp.com/go/software](http://www.hp.com/go/software)

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