

HP Software Operations Manager i 8.x & 9.0x Obsolescence Announcement

Frequently Asked Questions

On May 1, 2013, HP announced the end of sale date and end of support dates for Operations Manager i 8.x. As part of the obsolescence of Business Service Management 9.0x, we are also announcing the end of sale date and end of support dates Operations Manager i 9.0x.

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

Product related questions

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| <i>Question</i> | When is HP discontinuing Operations Manager i 8.x & 9.0x? |
| <i>Answer</i> | Effective May 1, 2013 HP is announcing the discontinuance of Operations Manager i 8.x & 9.0x. Current customers may continue to purchase additional licenses of Operations Manager i 8.x & 9.0x until July 1, 2013. As of this date, the product will be removed from HP's Corporate Price List and will no longer be orderable. |
| <i>Question</i> | Why is HP discontinuing Operations Manager i 8.x & 9.0x? |
| <i>Answer</i> | Effective with the new release of Operations Manager i 9.2x (as part of the Business Service Management 9.2x release train), HP is announcing the obsolescence of the older versions of Operations Manager i. This is in accordance with the HP Software Supported Version Policy 4.4. Definitions of terms are documented in the HP Software product version obsolescence guidelines . |
| <i>Question</i> | What product numbers are affected by this obsolescence? |
| <i>Answer</i> | Please refer to Appendix B in the customer letter for the list of affected product numbers. |
| <i>Question</i> | When is the last date I can order Operations Manager i 8.x & 9.0x? |
| <i>Answer</i> | Operations Manager i 8.x & 9.0x will continue to be available for purchase to current support customers through July 1, 2013. As of that date, you will no longer be able to purchase additional licenses of the product. |
| <i>Question</i> | Can I still purchase additional licenses for Operations Manager i 8.x & 9.0x. If yes, how? |
| <i>Answer</i> | Additional licenses may not be purchased for versions that are discontinued and past their end of sale date. |
| <i>Question</i> | Do I need to request new license keys when upgrading to Operations manager i 9.2x (included in Business Service Management 9.2x release train) ? |
| <i>Answer</i> | Customers currently on Operations Manager i 8.x: Yes, you have to request new license keys for Operations Manager i 9.2x. Please visit the My Updates portal at hp.com/software/updates . For Enterprise License Agreement (ELA) customers, use Software Activation Website (SAW) to request Operations Manager i 9.2x license keys. |

Customers currently on Operations Manager i 9.0x: No, you don't need new license keys.

Question What version of Operations Manager i is currently available and what upgrade plans do you have for the product, if any?

Answer The latest version is Operations Manager i 9.2x (included in Business Service Management 9.2x release train). 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
- Web Self Solve: hp.com/go/hpssoftwaresupport/
- HP Technical Support: hp.com/go/hpssoftwaresupport/casemanager/submitcase

Question What are the hardware requirements to upgrade to Operations Manager i 9.2x?

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 Operations Manager i 9.2x?

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 Operations Manager i 8.x or 9.0x environment using in-house technical resources. Where do I get all the required software?

Answer All Operations Manager i 8.x & 9.0x support customers can download Business Service Management 9.2x media (which includes Operations Manager 9.2x) via 'My Updates'.

Question What is the concurrent support time period?

Answer There will be 6 months of concurrent support for getting migrated to Business Service Management 9.2x (which includes Operations Manager 9.2x).

Support contract related questions

Question What is the end of support date?

Answer The End of Support date for Operations Manager i 8.x is October 31, 2014 and for OM i 9.0x is April 30, 2014. 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 OM i 8.x: Customers have the option to continue using Operations Manager i 8.x. HP will stop providing support for Operations Manager i 8.x on October 31, 2014. Self-Help Support will continue to be available through October 31, 2016.

OM i 9.0.x: Customers have the option to continue using Operations Manager i 9.0.x. HP will stop providing support for Operations Manager i 9.0.x on April 30, 2014. Self-Help Support will continue to be available through April 30, 2016.

Customers are encouraged to begin reviewing their business requirements for Operations Manager i 8.x & 9.0.x. 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 Operations Manager i 8.x & 9.0.x 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 Business Service Management 9.2x (which includes Operations Manager 9.2x) 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 Operations Manager i 8.x & 9.0.x to Operations Manager i 9.2x, can I continue my existing support contracts until they expire?

Answer Yes, your support contract will be updated automatically at the next renewal time.

Question When I upgrade from Operations Manager i 8.x & 9.0.x to Operations Manager i 9.2x, can I expect the same support pricing compared to Operations Manager i 8.x & 9.0x?

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

For more information

For more information on Operations Manager i 9.2x and HP Software services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:

hp.com/go/software

hp.com/go/hpssoftwaresupport/

hp.com/go/hpssoftwaresupport/support-lifecycle

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