HP Software OMU8.x Smart Plug-Ins Obsolescence Announcement

Frequently Asked Questions

On July 1, 2012, HP announced the end of sale date and end of support dates for OMU8.x Smart Plug-Ins.

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

Product related questions	
Question	When is HP discontinuing OMU8.x Smart Plug-Ins?
Answer	Effective July 1, 2012 HP is announcing the discontinuance of OMU8.x Smart Plug-Ins. Current customers may continue to purchase additional licenses of OMU8.x Smart Plug-Ins until September 1, 2012. 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 OMU8.x Smart Plug-Ins?
Answer	OMU8.x obsolescence was announced on December 1, 2010. We are now also announcing obsolescence of the related Smart Plug-Ins. 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	There are no specific product numbers related to the OMU8.x Smart Plug-Ins.
Question	When is the last date I can order OMU8.x Smart Plug-Ins?
Answer	OMU8.x Smart Plug-Ins will continue to be available for purchase to current support customers through September 1, 2012. As of that date, you will no longer be able to purchase additional licenses of the product.
Question	Can I still purchase additional licenses for OMU8.x Smart Plug-Ins? If yes, how?
Answer	Additional licenses may not be purchased for versions that are discontinued and past their end of sale date.

Question	Do I need to request new license keys when upgrading to OMU9.x Smart Plug-Ins?
Answer	No, you don't need new license keys for OMU9.x Smart Plug-Ins.
Question	What versions of OMU8.x Smart Plug-Ins are currently available and what upgrade plans do you have for the product, if any?
Answer	The latest version is OMU9.x Smart Plug-Ins. 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.

Smart Plug-In Name	Version
HP SPI BEA Tuxedo	5.0x
HP SPI BEA WebLogic	7.0x
HP SPI DB-Informix	12.0x
HP SPI DB-MS SQL Server	12.0x
HP SPI DB-Oracle	12.0x
HP SPI DB-Sybase	12.0x
HP SPI SIM Integration	2.00
HP SPI IBM DB2	3.8x
HP SPI IBM WebSphere	7.0x
HP SPI Microsoft Exchange	13.0x
HP SPI Oracle Application Server	7.04
HP SPI People Soft	3.0x
HP SPI Remedy	4.0x
HP SPI SAP	12.0x
HP SPI Webservers	6.0x
HP SPI Storage Essentials	2.0x

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: www.hp.com/go/hpsoftwaresupport/ • HP Technical Support: www.hp.com/go/hpsoftwaresupport/casemanager/submitcase
Question	What are the hardware requirements to upgrade to OMU9.x Smart Plug-Ins?
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 OMU8.x Smart Plug-Ins?
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 OMU8.x Smart Plug-Ins environment using in-house technical resources. Where do I get all the required software?

Answer	All OMU8.x Smart Plug-Ins support customers can download OMU9.x Smart Plug-Ins media via 'My Updates'.

Support contract related questions

Question	What is the end of support date?
Answer	The End of Support date for OMU8.x Smart Plug-Ins is November 30, 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 OMU8.x Smart Plug-Ins. HP will stop providing support for OMU8.x Smart Plug-Ins on November 30, 2012. Self-Help Support will continue to be available through November 30, 2014. Customers are encouraged to begin reviewing their business requirements for OMU8.x Smart Plug-Ins. 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 OMU8.x Smart Plug-Ins 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 OMU9.x Smart Plug-Ins for support customers. 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 OMU8.x Smart Plug-Ins to OMU9.x Smart Plug-Ins, can I continue my existing support contracts until they expire?
Answer	Yes, you can continue using your existing support contracts until they expire. No contract update is required as a result of this obsolescence announcement.
Question	When I upgrade from OMU8.x Smart Plug-Ins to OMU9.x Smart Plug-Ins, can I expect the same support pricing compared to OMU8.x Smart Plug-Ins?
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 OMU9.x Smart Plug-Ins*?*
Answer	Your local HP sales representative or HP software business partner can help you get this information.

For more information

For more information on OMU9.x Smart Plug-Ins 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