

HP Operations Manager for Windows (OMW) 8.1x Obsolescence Announcement

Frequently Asked Questions

On March 1, 2013, HP announced the end of sale date and end of support dates for HP Operations Manager for Windows (OMW) 8.1x.

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

Product related questions

<i>Question</i>	When is HP discontinuing OMW 8.1x?
<i>Answer</i>	Effective March 1, 2013, HP is announcing the discontinuance of OMW 8.1x. Current customers may continue to purchase additional licenses of OMW 8.1x until Jan 1, 2015. 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 OMW 8.1x?
<i>Answer</i>	Effective with the new release of OMW 9.0x, HP is announcing the obsolescence of the older versions of OMW. 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 OMW 8.1x?
<i>Answer</i>	OMW 8.1x will continue to be available for purchase to current support customers through Jan 1, 2015. 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 OMW 8.1x 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 OMW 9.0x?
<i>Answer</i>	No, you don't need new license keys. Your existing license keys would continue to work.
<i>Question</i>	What version of OMW is currently available and what upgrade plans do you have for the product, if any?

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Answer The latest version is OMW 9.0x. 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 OMW 9.0x?

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 OMW 9.0x?

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 OMW 8.1x environment using in-house technical resources. Where do I get all the required software?

Answer All OMW 8.1x support customers can download OMW 9.0x media via [My Updates](#).

Question What is the concurrent support time period?

Answer There will be six months of concurrent support for updating to OMW 9.0x.

Support contract related questions

Question What is the end of support date?

Answer The End of Support date for OMW 8.1x is December 31, 2016. 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 OMW 8.1x. HP will stop providing support for OMW 8.1x on December 31, 2016. Self-Help Support will continue to be available through December 31, 2018. Customers are encouraged to begin reviewing their business requirements for OMW 8.1x. Customers are also

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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 OMW 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 OMW 9.0x 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 OMW 8.1x to OMW 9.0x, 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 OMW 8.1x to OMW 9.0x, can I expect the same support pricing compared to OMW 8.1x?

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 OMW 9.0x?

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

For more information

For more information on OMW 9.0x 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/hpsoftwaresupport/
hp.com/go/hpsoftwaresupport/support-lifecycle

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