HP Operations Manager for Windows 7.5x & 8.0x
Version Obsolescence Announcement
Frequently Asked Questions

On March 1, 2010, HP announced the version maturity, end of sale date and end of support date for HP Operations Manager for Windows (HPOM FOR WINDOWS) 7.5x & 8.0x versions. This document provides you with answers to frequently asked questions regarding this announcement.

Product related questions	
Question	When is HP discontinuing HP Operations Manager for Windows 7.5x & 8.0x version products?
Answer	Effective March 1, 2010, HP is discontinuing HP Operations Manager for Windows 7.5x & 8.0x versions. Current customers may continue to purchase additional licenses of the HP Operations Manager for Windows 7.5x & 8.0x version products through May 1, 2010. As of this date, the product will be removed from HP's Corporate Price List and will no longer be orderable.
Question	What version of Operations Manager for Windows is currently available and what upgrade plans do you have for the product, if any?
Answer	The latest version of HP Operations Manager for Windows is version 8.16. Please check www.hp.com/go/software or otherwise check with your local HP sales representative or HP software business partner for the latest information.
Question	Why is HP discontinuing HP Operations Manager for Windows 7.5x & 8.0x version products?
Answer	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 version maturity?
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 HP Operations Manager for Windows 7.5x & 8.0x versions?
Answer	HP Operations Manager for Windows 7.5x & 8.0x version licenses will continue to be available for purchase to current HP Operations Manager for Windows

customers through May 1, 2010. 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 versions of HP Operations Manager for Windows that are no longer covered by full support or maintenance support? If yes, how?
Answer	Additional licenses may not be purchased for versions that are discontinued and past their end of sale date.
Question	Can I continue using my HP Operations Manager for Windows version 7.5x or 8.0x license keys when I upgrade to version 8.16?
Answer	Yes. The HP Operations Manager for Windows version 7.5x or 8.0x license keys are valid and can be used with version 8.16.
Question	Whom 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 HP Operations Manager for Windows version 8.16?
Answer	Hardware requirements will vary depending on your operating system, please review the appropriate *Release Notes*, *Installation Guide*, and/or *Migration Guide* or otherwise contact your local HP sales representative or HP software business partner for further assistance.
Question	Where can I find upgrade information for the HP Operations Manager for Windows product?
Answer	Information on upgrading from prior versions of HPOM for Windows to version 8.16 is included in the HPOM for Windows version 8.16 product documentation. In addition to this, your local HP sales representative or HP software business partner can help you get this information.
Question	I plan to upgrade my HP Operations Manager for Windows version 7.5x or 8.0x environment using in-house technical resources. Where do I get all the required software?
Answer	All HP Operations Manager for Windows support customers can download the version 8.16 media via 'My Updates'. To do this, the HP Operations Manager for Windows 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.
Question	I received this communication but I have already upgraded my HP Operations Manager for Windows installation to version 8.16. Do I need to do anything?
Answer	Some or all of your support contracts might not have been updated to reflect your upgrade to HPOM for Windows 8.16. Please get in touch with your local HP contract administration representative or your HP Software Services Integrator partner to have your support contracts updated.

Support contract related questions	
Question	What is the end of support date?
Answer	The End of Support date for HPOM for Windows 7.5x & 8.0x is August 31, 2011. 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 Customer Letter, page 1 for the key dates.
Question	What are my discontinuance options?
Answer	Customers have the option to continue using HP Operations Manager for Windows 7.5x or 8.0x versions. HP will stop providing support for these products as per the dates listed above. Self-Help Support will continue to be available for two additional years beyond the end of support date. Customers are encouraged to begin reviewing their business requirements for HP Operations Manager for Windows. 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	How does this affect my Operations Manager for Windows support contract?
Answer	Upon the End of Support date of HP Operations Manager for Windows version 7.5x & 8.0x versions, your support contract will automatically be updated to reflect HPOM for Windows version 8.16 product numbers. In case you haven't upgraded to HPOM for Windows version 8.16 by this date, you can continue to get Self-Help Support for HPOM for Windows versions 7.5x & 8.0x versions until August 31, 2013.
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 HP Operations Manager for Windows 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 HPOM for Windows version 8.16 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 HP Operations Manager for Windows version 7.5x or 8.0x to version 8.16, can I continue my existing support contracts until they expire?
Answer	Yes, but your support contracts need to be updated as well. Please contact your local HP contract administration representative or HP Software Services Integrator (SVI) partner to get your support contract updated accordingly.

Question	When I upgrade from HP Operations Manager for Windows version 7.5x or 8.0x to version 8.16, can I expect the same support pricing compared to my existing HP Operations Manager for Windows version?
Answer	Not necessarily. Each product support price is determined independently.
Question	What migration services are available to help me upgrade?
Answer	HP Software Services or HP Software Business Partners can provide migration assistance as a services engagement. In addition, the product provides documentation for the migration process.

For more information

For more information on HP Operations Manager for Windows 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

For more information, go to www.managementsoftware.hp.com

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