



HP Operations Smart Plug-Ins for Operations Manager Version Obsolescence Announcement Frequently Asked Questions

On February 1, 2010, HP announced the version obsolescence of HP Operations Smart Plug-Ins (OM SPIs) which are listed below.

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

Table 1 – List of Announced SPIs for Version Obsolescence

OMW
HP SPI BEA Tuxedo 4.10
HP SPI BEA WebLogic 5.30
HP SPI DB-Informix 11.30
HP SPI DB-MS SQL Server 11.30
HP SPI DB-Oracle 11.30
HP SPI DB-Sybase 10.3x
HP SPI IBM DB2 3.30
HP SPI IBM DB2 3.31
HP SPI IBM WebSphere 5.30
HP SPI Microsoft Enterprise Servers (formerly .Net) 6.30
HP SPI MS Active Directory SPI 5.30
HP SPI MS Exchange SPI 11.50
HP SPI Oracle Application Server 5.30
HP SPI PeopleSoft 2.70
HP SPI Remedy 2.90
HP SPI Remedy 2.91
HP SPI SAP SPI 10.70
HP SPI WebServer 5.30
HP SPI Storage Essentials 1.50
OMU
HP SPI BEA Tuxedo A.3.00
HP SPI HP SIM Integration 1.20
HP SPI IBM DB2 A.03.20

HP SPI MS Exchange SPI A.09.00
HP SPI PeopleSoft 2.60
HP SPI Storage Essentials 1.20
HP SPI DB-Sybase 10.3x

Product related questions	
<i>Question</i>	When is HP discontinuing HP Operations Smart Plug-ins (OM SPIs) products?
<i>Answer</i>	Effective February 1, 2010, HP is discontinuing OM SPIs Product versions listed in Table 1 above.
<i>Question</i>	What versions of HP OM SPIs are currently available and what upgrade plans do you have for the product, if any?
<i>Answer</i>	Please check www.hp.com/go/software (Products -> Products A-Z -> HP Smart Plug-Ins) or otherwise check with your local HP sales representative or HP Software business partner for the latest information.
<i>Question</i>	Why is HP discontinuing these versions of OM SPI products?
<i>Answer</i>	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.
<i>Question</i>	Whom can I contact if I have more questions with regards to this version discontinuance?
<i>Answer</i>	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/hpssoftwaresupport/ HP Technical Support: www.hp.com/go/hpssoftwaresupport/casemanager/submitcase
<i>Question</i>	What are the hardware requirements to upgrade to the latest versions of OM SPIs?
<i>Answer</i>	Hardware requirements will vary depending on your operating system, please review the appropriate <i>Release Notes</i> , <i>Installation Guide</i> , and/or <i>Migration Guide</i> or otherwise contact your local HP sales representative or HP software business partner for further assistance.
<i>Question</i>	Where can I find upgrade information for the OM SPI products?

<i>Answer</i>	Hardware requirements will vary depending on your operating system, please review the appropriate <i>Release Notes</i> , <i>Installation Guide</i> , and/or <i>Migration Guide</i> or otherwise contact your local HP sales representative or HP software business partner for further assistance.
<i>Question</i>	Where can I find upgrade information for the OM SPI products?
<i>Answer</i>	Your local HP sales representative or HP software business partner can help you get this information.
<i>Question</i>	I plan to upgrade my OM SPIs environment using in-house technical resources. Where do I get all the required software?
<i>Answer</i>	You can request the latest version of the OM SPI media by sending or faxing in the pull letter you have received or by requesting or downloading the software via Software Update Manager (SUM). In case you do not have this information, please contact your local HP contract administration representative or your HP Software Services Integrator (SVI) partner to provide you with the latest version of the OM SPI media. The release to be requested is labeled SPIS09.

Support contract related questions	
<i>Question</i>	What is the end of support date?
<i>Answer</i>	The End of Support date for OM SPIs listed in Table 1 and 2 above is December 31, 2010. As of this date all customer support activities will cease, this includes: <ul style="list-style-type: none"> • Telephone support • Security Rule updates • Product upgrades
<i>Question</i>	Are there any other key dates I need to be aware of?
<i>Answer</i>	Please see Customer Letter for the key dates.
<i>Question</i>	What are my discontinuance options?
<i>Answer</i>	Customers have the option to continue using OM SPI versions listed in Table 1 and 2. HP will stop providing Support for those versions on December 31, 2010. Self-Help Support will continue to be available through December 31, 2012. Customers are encouraged to begin reviewing their business requirements for OM SPIs. 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.
<i>Question</i>	Can I get a support contract for technical support only, without having to pay for upgrades?
<i>Answer</i>	No, support contracts include both technical support and software updates.

<i>Question</i>	Should there be a defect with a version of OM SPIs for which no defect fixing is done anymore, can I pay for a fix to be implemented on my request?
<i>Answer</i>	HP may choose to offer defect fixes at a premium price, depending on available resources.
<i>Question</i>	If I am on a support contract, what will I be entitled to?
<i>Answer</i>	You should have received a letter or electronic notification from HP to inform you about the availability of the latest version of OM SPIs 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.
<i>Question</i>	When I upgrade the OM SPIs to the latest version, can I continue my existing support contracts until they expire?
<i>Answer</i>	Yes, you can continue to use the same support contract until the contract expiration date.
<i>Question</i>	When I upgrade the OM SPIs to the latest version, can I expect the same support pricing compared to my existing OM SPI versions?
<i>Answer</i>	Not necessarily. Each product support price is determined independently.

For more information

For more information on HP Operations 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/managementsoftware/products

www.hp.com/managementsoftware/services

www.hp.com/managementsoftware/support-lifecycle

© Copyright 2010 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

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

2/2010. Printed in the U.S.

