



HP Software Operations Manager on Unix 8.x Obsolescence Announcement

Frequently Asked Questions

On December 1, 2010 HP announced the end of sale date and end of support dates for Operations Manager on Unix 8.x.

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

Product related questions

Question When is HP discontinuing Operations Manager on Unix 8.x?

Answer Effective December 1, 2010, HP is announcing the discontinuance of Operations Manager on Unix 8.x. Current customers may continue to purchase additional licenses of Operations Manager on Unix 8.x until February 1, 2011. 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 Operations Manager on Unix 8.x?

Answer HP has released Operations Manager on Unix 9.1x and is announcing the obsolescence of this older version of Operations Manager on Unix. This is in accordance with the HP Software Supported Version Policy 4.3. Definitions of terms are documented in the [HP Software product obsolescence guidelines](#).

Question What product numbers are affected by this obsolescence?

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 Operations Manager on Unix 8.x?

Answer Operations Manager on Unix 8.x will continue to be available for purchase to current support customers through February 1, 2011. 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 Operations Manager on Unix 8.x? 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 Operations Manager on

Unix 9.1x?

Answer Yes, you need to request new license keys when you upgrade to Operations Manager on Unix 9.1x. To obtain the new license keys, please go to: www.hp.com/software/licensing, click "migrate license" from the left panel and follow the instructions for SAID-supported migrations. You will need to provide your SAID information during the process. Your support contract will be updated automatically at the time of next support renewal.

Note for customers who use the Operations Manager Dev Kit on Solaris: By default, your support contract will be updated to reflect the HP-UX product numbers. If you are using Operations Manager Dev Kit on Solaris, please get in touch with your sales representative or contract administrator to update your support contract to reflect the appropriate platform you are using.

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

Answer The latest version is Operations Manager on Unix is 9.1x. 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:
www.hp.com/go/hpsupport/
- HP Technical Support:
www.hp.com/go/hpsupport/casemanager/submitcase

Question What are the hardware requirements to upgrade to Operations Manager on Unix 9.1x?

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 on Unix 9.1x?

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 on Unix 8.x environment using in-house technical resources. Where do I get all the required software?

Answer All Operations Manager on Unix 8.x support customers can download Operations Manager on Unix 9.1x media via 'My Updates'. To do this, the Operations Manager on Unix 9.1x 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.

Support contract related questions

Question What is the end of support date?

Answer The End of Support date for Operations Manager on Unix 8.x 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 Operations Manager on Unix 8.x. HP will stop providing support for Operations Manager on Unix 8.x 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 Operations Manager on Unix 8.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 on Unix 8.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 Operations Manager on Unix 9.1x 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 on Unix 8.x to Operations Manager on Unix 9.1x, 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 on Unix 8.x to Operations Manager on Unix 9.1x, can I expect the same support pricing compared to Operations Manager on Unix 8.x?

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 Operations Manager on Unix 9.1x?

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

For more information

For more information on Operations Manager on Unix 9.1x 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/hpssoftwaresupport/

www.hp.com/go/hpssoftwaresupport/support-lifecycle

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12/2010 Printed in the U.S.

