



## HP Operations Agent 8.1x and 8.5x Versions Obsolescence Announcement Frequently Asked Questions

On April 1<sup>st</sup>, 2010, HP announced the version maturity, end of sale date and end of support date for HP Operations Agent 8.1x and 8.5x versions. This document provides you with answers to frequently asked questions regarding this announcement.

### Product related questions

**Question** When is HP discontinuing Operations Agent 8.1x and 8.5x products?

**Answer** Effective April 1<sup>st</sup>, 2010, HP is announcing the discontinuance of HP Operations Agent 8.1x and 8.5x versions.

**Question** Why is HP discontinuing HP Operations Agent 8.1x and 8.5x versions?

**Answer** Effective with the new release of HP Operations Agent 8.60, HP is announcing the obsolescence of the older versions i.e. HP Operations Agent 8.1x and 8.5x versions. 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** When is the last date I can order HP Operations Agent 8.1x and 8.5x versions?

**Answer** HP Operations Agent 8.1x and 8.5x versions are no longer available for purchase, version 8.60 is available now.

**Question** Can I still purchase additional licenses for versions of HP Operations Agent 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** What version of HP Operations Agent is currently available and what upgrade plans do you have for the product, if any?

**Answer** The latest version of HP Operations Agent is version 8.60 and was released Sept. 2009. Please check [www.hp.com/managementsoftware](http://www.hp.com/managementsoftware) (View all products -> Alphabetical-> Full Product Name) or otherwise check with your local HP sales representative or HP software business partner for the latest information.

**Question** Do I need new license keys when I upgrade to Operations Agent 8.60?

*Answer* No, you do not need new license keys once you upgrade to Operations Agent 8.60.

*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](http://h20229.www2.hp.com/buy/index.html)
- Web Self Solve:  
[www.hp.com/go/hpssoftwaresupport/](http://www.hp.com/go/hpssoftwaresupport/)
- HP Technical Support:  
[www.hp.com/go/hpssoftwaresupport/casemanager/submitcase](http://www.hp.com/go/hpssoftwaresupport/casemanager/submitcase)

*Question* What are the hardware requirements to upgrade to HP Operations Agent version 8.60?

*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 the HP Operations Agent product?

*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 HP Operations Agent 8.1x & 8.5x and prior version environment using in-house technical resources. Where do I get all the required software?

*Answer* HP Operations Agent 8.60 can be obtained from the support site.  
<http://support.openview.hp.com/selfsolve/document/KM322544>

*Question* I received this communication, but I have already upgraded HP Operations Agent 8.1x & 8.5x and prior version to HP Operations Agent version 8.60. Do I need to do anything?

*Answer* No, there is no other action required from you.

*Question* What platforms are no longer supported?

*Answer* Support Platforms can be viewed through the support matrix located at the following link: <http://support.openview.hp.com/selfsolve/document/KM323488>

## Support contract related questions

*Question* What is the end of support dates?

*Answer* Sept. 31, 2011 End of Support for Operations Agent 8.1x  
March 31, 2012 End of Support for Operations Agent 8.5x  
As of these dates all customer support activities for these versions 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 HP Operations Agent 8.1x & 8.5x. HP will stop providing support for HP Operations Agent 8.1x (Sept. 30, 2011) & 8.5x (March 31, 2012). Self-Help Support will continue to be available through March 31, 2014. Customers are encouraged to begin reviewing their business requirements for HP Operations Agent. 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 HP Operations Agent 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 HP Operations Agent 8.60 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 Agent 8.1x & 8.5x and prior versions to HP Operations Agent version 8.60, can I continue my existing support contracts until they expire?

*Answer* Yes, your support contracts will not need to be updated since the product numbers do not change.

*Question* When I upgrade from HP Operations Agent 8.1x & 8.5x and prior versions to HP Operations Agent version 8.60, can I expect the same support pricing compared to HP Operations Agent 8.1x & 8.5x and prior versions?

*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.

## **For more information**

For more information on HP Operations Agent 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](http://www.hp.com/go/software)

[www.hp.com/go/hpssoftwaresupport/](http://www.hp.com/go/hpssoftwaresupport/)

[www.hp.com/go/hpsupport/support-lifecycle](http://www.hp.com/go/hpsupport/support-lifecycle)

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For more information, go to [www.hp.com/go/software](http://www.hp.com/go/software)  
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