



Oracle® for HP Software (formerly known as Oracle for OpenView) versions 9i, 10gR1 and 10gR2 Product Obsolescence Announcement Frequently Asked Questions

On July 1, 2007, HP announced the end of sale date and end of support dates for Oracle for HP Software, formerly known as Oracle for OpenView (OfO) versions 9i, 10gR1 and 10gR2. This document provides you with answers to frequently asked questions regarding this announcement.

Product related questions

Question When is HP discontinuing this Oracle for HP Software product?

Answer Effective Aug 1, 2007, HP is discontinuing Oracle for HP Software (formerly known as Oracle for OpenView) versions 9i, 10gR1 and 10gR2. Current customers may continue to purchase additional copies of the Oracle for OpenView product through July 31, 2007. 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 this Oracle for HP Software product?

Answer HP's agreement with Oracle to resell Oracle for HP Software comes to an end on July 31, 2007. The contract license model under which HP and Oracle were doing business for this product could not be continued further. HP has decided to exit the Oracle for HP Software business from this date. Support for our customers will be available on all the versions of the Oracle database (9i, 10gR1 and 10gR2) through July 31, 2010. HP will not release any new version of OfO after 10gR2 release.

Question What product numbers are affected by this discontinuance?

Answer The products listed in appendix 1 will not be available for new sales to our customers from Aug 1, 2007.

Question When is the last date I can order Oracle for HP Software versions 9i, 10gR1 or 10gR2?

Answer Oracle for HP Software versions 9i, 10gR1 and 10gR2 will continue to be available for purchase to current Oracle for HP Software customers through July 31, 2007. After that date you will no longer be able to purchase additional copies of the product.

Question Can I still purchase additional licenses for versions of Oracle for HP Software that is no longer covered by full support or maintenance support? If yes, how?

Answer No additional licenses can be purchased after July 31, 2007.

Question What version of Oracle for HP Software is currently available and what upgrade plans do you have for the product, if any?

Answer The latest version of Oracle for HP Software is version 10gR2 and was released on June, 2007. While the Oracle for HP Software version 9i may continue to meet your immediate needs, HP recommends that all customers upgrade to Oracle for HP Software version 10gR1 or 10gR2, if your HP Software product has already been certified on those versions. Oracle has announced that Oracle version 9i will enter Extended Support starting on August 1, 2007. Oracle 9i customers are required to move to latest patch of 9i (9.0.8.2) to avail extended support. Please check with your local HP sales representative or HP software business partner for the latest information.

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: www.hp.com/managementsoftware/buy
- Web Self Solve: www.hp.com/managementsoftware/services
- HP Technical Support: www.hp.com/managementsoftware/submit_call

Question What are the hardware requirements to upgrade to Oracle for HP Software version 10gR2?

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 Oracle for HP Software version 10gR2 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 Oracle for HP Software version 10gR2 environment using in-house technical resources. Where do I get all the required software?

Answer In case you didn't request the Oracle for HP Software version 10gR2 media at the time you received the new release notification for that version, please make a request either from Software Update Manager, your local HP contract administration representative or your HP OpenView Services Integrator (SVI) partner to provide you with the Oracle for HP Software version 10gR2 media. The release to be requested is labeled 10gR2 and can be requested until July 31, 2010.

Question I received this communication but I have already upgraded my Oracle for HP Software installation to version 9.2.0.8, 10gR1 or 10gR2. Do I need to do anything?

Answer Some or all of your support contracts might not have been updated to reflect your upgrade to Oracle for HP Software version 10gR2. 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 is July 31, 2010. 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, in the section on End of Sale / End of Support.

Question What are my discontinuance options?

Answer Customers have the option to continue using Oracle for HP Software. HP will stop providing Support for this product on July 31, 2010. Customers are encouraged to begin reviewing their business requirements for Oracle for HP Software. 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 Oracle for HP Software support contract?

Answer Upon the End of Support date of Oracle for HP Software your support contract will automatically be terminated. Support will no longer be available after July 31, 2010.

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 Oracle for HP Software for which no defect fixing is done anymore, can I pay for a fix to be implemented on my request?

Answer HP does not own the software bits for this program. Oracle 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 Oracle for HP Software version 10gR2 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 Oracle for HP Software version 9i/10gR1 to Oracle for HP Software version 10gR2, 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 OpenView Services Integrator (SVI) partner to get your support contract updated accordingly.

Question When I upgrade from Oracle for HP Software version 9i/10gR1 to Oracle for HP Software version 10gR2, can I expect the same support pricing compared to FPN version X.Y?

Answer Not necessarily. Each product support price is determined independently

Please refer to Appendix B in the Customer Letter for a complete list of the products that will be obsolete as a part of this announcement.

For more information

For more information on Oracle for HP Software and HP Software services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:

www.hp.com/managementsoftware/services

www.hp.com/managementsoftware/support-lifecycle

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