



HP OS/390 Management & OS/400 Management Product Obsolescence Announcement Frequently Asked Questions

On July 1, 2008, HP announced the end of sale date and end of support dates for HP OS/390 Management & OS/400 Management. This document provides you with answers to frequently asked questions regarding this announcement.

Product related questions

Question When is HP discontinuing these HP OS/390 Management & OS/400 Management products?

Answer Effective July 1, 2008, HP is discontinuing HP OS/390 Management & OS/400 Management products. Current customers may continue to purchase additional copies of HP OS/390 Management & OS/400 Management products through September 1, 2008. As of this date, the products will be removed from HP's Corporate Price List and will no longer be orderable.

Question Why is HP discontinuing these HP OS/390 Management & OS/400 Management products?

Answer HP has decided to partner with EView vs. OEM the EView technology as the best way forward to meet on-going customer needs. Support for our customers will be available on HP OS/390 Management & OS/400 Management through the end of existing support contracts. Beyond this date, customers can avail support directly from EView Technology.

Question What product numbers are affected by this discontinuance?

Answer Please refer to Appendix B in the customer letter for details.

Question When is the last date I can order HP OS/390 Management & OS/400 Management?

Answer As of September 1, 2008, these products are no longer available for purchase.

Question Can I still purchase additional licenses for HP OS/390 Management & OS/400 Management that is no longer covered by full support or maintenance support? If yes, how?

Answer No additional licenses can be purchased from HP after September 1, 2008. If you would like to purchase additional licenses for these products, please contact EView

Technology directly. The contact information is provided in the customer letter.

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:
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

Support contract related questions

Question What is the end of support date?

Answer The End of Support date is the same as the end of the existing support contract. 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 the section End of Sale / End of Support in the Customer Letter.

Question What are my discontinuance options?

Answer Customers have the option to continue using HP OS/390 Management & OS/400 Management products. HP will stop providing Support for these products once existing customer contracts expire. Customers are encouraged to begin reviewing their business requirements for HP OS/390 Management & OS/400 Management products. Customers are also encouraged to either contact eView at +1.919.878.5199 or their local HP sales representative for help in determining migration options that meet customer business needs.

Question How does this affect my HP OS/390 Management & OS/400 Management support contract?

Answer Upon the expiration of an existing support contract for the HP OS/390 Management & OS/400 Management products, your support contract will automatically be terminated. Beyond this date, you should renew the support contract with EView Technology directly to avail support.

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 OS/390 Management & OS/400 Management 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. EView Technology may

choose to offer defect fixes for an additional fee, depending on available resources.

Question What am I entitled to if I have an active support contract?

Answer You are entitled to avail support until your contract end date for HP OS/390 Management & OS/400 Management products. Your local HP sales and support representatives can help provide information and assistance to enable your support contract migration to EView Technology be easy and successful.

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

For more information

For more information on HP OS/390 Management & OS/400 Management 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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