



HP Software OS SPI and ISPI Obsolescence Announcement Frequently Asked Questions

On July 1, 2010 HP announced the end of sale date and end of support dates for various OS SPI and ISPI versions listed below:

Unix OS SPI versions: A.03.1x, B.03.1x, B.04.1x
Windows OS SPIs versions: A.08.5x, B.08.9x, B.09.1x
Virtual Infrastructure Smart Plug-in 1.0x
System Infrastructure Smart Plug-in 1.0x
Cluster Infrastructure Smart Plug-in 1.0x
Virtual Infrastructure Smart Plug-in 1.5x

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

Product related questions

Question When is HP discontinuing the above listed OS SPI and ISPI versions?

Answer Effective July 1, 2010, HP is announcing the discontinuance of the above listed OS SPI and ISPI versions. Current customers may continue to purchase additional licenses of various OS SPI and ISPI versions until September 1, 2010. 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 various OS SPI versions?

Answer Effective with the new release of Operations Manager on Windows (OMW) 8.1x, HP is announcing the obsolescence of the listed OS SPIs. OMW 8.1x and newer versions are supported by the ISPI product line. 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 Why is HP discontinuing various ISPI versions?

Answer Effective with the new release of ISPIs version 1.6 HP is announcing the obsolescence of the older versions of ISPIs. 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 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 various OS SPI and ISPI versions?

Answer The affected OS SPI and ISPI versions will continue to be available for purchase to current support customers through September 1, 2010. 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 various OS SPI and ISPI versions? 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 OS SPI or ISPI?

Answer No, you don't need new license keys for OS SPI or ISPI.

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

Answer The latest versions of OS SPIs are: (Need additional information about what should be listed here)

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

Answer The latest versions of ISPI is 1.6. 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/hpssoftwaresupport/
- HP Technical Support:
www.hp.com/go/hpssoftwaresupport/casemanager/submitcase

Question What are the hardware requirements to upgrade to OS SPI or ISPI?

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 OS SPI or ISPI?

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 OS SPI or ISPI environment using in-house technical resources. Where do I get all the required software?

Answer Current support customers can retrieve their latest versions from the My Updates Portal by selecting the respective e-media product.

Support contract related questions

Question What is the end of support date?

Answer The End of Support date for various OS SPI and ISPI versions varies depending on the specific version. Please see the customer letter for specific version information. As of these dates all customer support activities for the selected 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 for key dates.

Question What are my discontinuance options?

Answer Customers have the option to continue using the listed OS SPI and ISPI versions. HP will stop providing support for the obsolete versions on various dates depending on the specific version as listed in the customer letter. Self-Help Support will continue to be available through various dates depending on the specific version as listed in the customer letter. Customers are encouraged to begin reviewing their business requirements for OS SPI and ISPI. 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 OS SPI or ISPI 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 OS SPI or ISPI 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 various OS SPI or ISPI to the latest version of ISPI, can I continue my existing support contracts until they expire?

Answer 1. Yes, you can continue using your existing support contracts until they expire.

Question When I upgrade from the listed OS SPI and ISPI versions to the latest version of OS SPI or ISPI, can I expect the same support pricing compared to previous OS SPI and ISPI 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.

Question What educational training packages are available for the the latest versions of OS SPI or ISPI?

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

For more information

For more information on OS SPI and ISPI 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/hpsupport/

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

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For more information, go to www.hp.com/go/software

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