



## HP Performance Insight version 5.0 and 5.1x and Associated Report Packs versions 5, 6, 7, 8, Dec 2005 and May 2006 release Obsolescence Announcement Frequently Asked Questions

On August 1, 2007, HP announced the version maturity, end of sale date and end of support dates for HP Performance Insight version 5.0 and 5.1x and Associated Report Packs versions 5, 6, 7, 8, Dec 2005 and May 2006 release. This document provides you with answers to frequently asked questions regarding this announcement.

### Product related questions

**Question** When is HP discontinuing this Performance Insight version 5.0 and 5.1x and associated Report Packs versions?

**Answer** Effective January 31, 2009 HP is discontinuing support for Performance Insight version 5.0 and Report Packs version 5, 6, and 7. Current customers may continue to purchase additional copies of referred version of Performance Insight and Report Packs product through November 1, 2007. As of this date, the product will be removed from HP's Corporate Price List and will no longer be orderable.

Effective April 30, 2009 HP is discontinuing Performance Insight version 5.1x and Report Packs version 8, Dec 2005 and May 2006 Release. Current customers may continue to purchase additional copies of referred version of Performance Insight and Report Packs product through January 1, 2008. 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 Performance Insight version 5.0 and 5.1x and associated Report Packs versions?

**Answer** This is in accordance with the HP Software Supported Version Policy 4.2. Definitions of terms are documented in the HP Software product version obsolescence guidelines.

**Question** What product numbers are affected by version maturity?

**Answer**

Product #	Description
T2679AA	HP Perf Insight 5.0 for IPT LTU M/M

T2663AA	HP Performance Insight 5.0 LTU
T2680AA	HP Performance Insight Str Bndl for Ntwrks 5.0 LTU
T2608AA	HP Performance Insight Str Bndl for Systems 5.0 LTU
J5222CA	HP Perf Insight Media Kit vers. 5.0
J5223CA	HP Perf Insight Manual Kit vers. 5.0
T2679BA	HP Perf Insight 5.1 IPT M/M LTU
T2663BA	HP Performance Insight 5.1 LTU
T2680BA	HP PI Str Bndl Ntwrks 5.1 LTU
T2608BA	HP PI Str Bndl Sys 5.1 LTU
J5222DA	HP Perf Insight 5.1 Media
J5223DA	HP Perf Insight 5.1 Manual
J5222DJ	HP Perf Insight 5.1.1 Jpn Media
J5222DK	HP Perf Insight 5.1.1 Krn Media
J5222DS	HP Perf Insight 5.1.1 S-C Media
J5222DT	HP Perf Insight 5.1.1 T-C Media
T2609AA	HP Report Packs June 2005 Media
T2609BA	HP PI Rpt Pck Dec 2005 Media
T2609CA	HP PI Rpt Pck May 2006 Media
T3978AA	HP OV PI Str Bndl for SD 5.1 LTU

**Question** When is the last date I can order these products?

**Answer** Performance Insight version 5.0 and Report Packs version 5, 6 and 7 will continue to be available for purchase to current Performance Insight customers through November 1, 2007. After that date you will no longer be able to purchase additional copies of the product.

Performance Insight version 5.1x and Report Packs version 8, Dec 2005 and May 2006 release will continue to be available for purchase to current Performance Insight customers through January 1, 2008. 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 Performance Insight and Report Packs that are no longer covered by support?

**Answer** No additional licenses can be purchased for Performance Insight version 5.0 and Report Packs version 5, 6 and 7 after November 1, 2007.  
No additional licenses can be purchased for Performance Insight version 5.1x and Report Packs version 8, Dec 2005 and May 2006 release after January 1, 2008.

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

**Answer** The latest version of Performance Insight is version 5.2 and was released in July 2007. Please check [www.hp.com/go/software](http://www.hp.com/go/software) (Products -> Products A-Z -> Performance Insight) 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: [www.hp.com/managementsoftware/buy](http://www.hp.com/managementsoftware/buy)
- Web Self Solve: [www.hp.com/managementsoftware/services](http://www.hp.com/managementsoftware/services)

- HP Technical Support:  
[www.hp.com/managementsoftware/submit\\_call](http://www.hp.com/managementsoftware/submit_call)

Question	What are the hardware requirements to upgrade to Performance Insight version 5.2?
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 Performance Insight 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 Performance Insight version 5.2 environment using in-house technical resources. Where do I get all the required software?
Answer	In case you didn't request the Performance Insight version 5.2 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 Software Services Integrator (SVI) partner to provide you with the Performance Insight 5.2 version media.
Question	I received this communication but I have already upgraded my Performance Insight installation to version 5.2 Do I need to do anything?
Answer	Some or all of your support contracts might not have been updated to reflect your upgrade to Performance Insight version 5.2. Please get in touch with your local HP contract administration representative or your HP 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 for Performance Insight version 5.0 and Report Packs version 5, 6 and 7 is January 31, 2009. The End of Support date for Performance Insight version 5.1x and Report Packs version 8, Dec 2005 and May 2006 release is April 30, 2009. As of this date all customer support activities will cease, this includes: <ul style="list-style-type: none"> <li>• Telephone support</li> <li>• Security Rule updates</li> <li>• Product upgrades</li> </ul>
Question	Are there any other key dates I need to be aware of?
Answer	Please see Customer Letter, Page 1 for the Key dates.
Question	What are my discontinuance options?
Answer	Customers have the option to continue using Performance Insight 5.0 and 5.1 x and the associated Report Packs. HP will stop providing Support for Performance Insight version 5.0 and Report Packs version 5, 6 and 7 on January 31, 2009. Self-Help Support will continue to

be available through January 31, 2011.

HP will stop providing Support for Performance Insight version 5.1x and Report Packs version 8, Dec 2005 and May 2006 release on April 30, 2009. Self-Help Support will continue to be available through April 30, 2011.

Customers are encouraged to begin reviewing their business requirements for Performance Insight. 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 Performance Insight support contract?

**Answer** Upon the End of Support date of Performance Insight versions mentioned, your support contract will automatically be updated to reflect Performance Insight version 5.2 product numbers. In case you haven't upgraded to Performance Insight version 5.2 by this date, you can continue to get Self-Help Support for Performance Insight version 5.0 and Report Packs version 5, 6 and 7 till January 31, 2011 and Performance Insight version 5.1x and Report Packs version 8, Dec 2005 and May 2006 till April 30, 2011.

**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 Performance Insight 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 Performance Insight version 5.2 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 Performance Insight version 5.0, 5.1x to Performance Insight version 5.2, 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 Software Services Integrator (SVI) partner to get your support contract updated accordingly.

**Question** When I upgrade from Performance Insight version 5.0, 5.1x to Performance Insight version 5.2, can I expect the same support pricing compared to Performance Insight version 5.0, 5.1x?

**Answer** Not necessarily. Each product support price is determined independently.

## For more information

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

[www.hp.com/managementsoftware/products](http://www.hp.com/managementsoftware/products)

[www.hp.com/managementsoftware/services](http://www.hp.com/managementsoftware/services)

[www.hp.com/managementsoftware/support-lifecycle](http://www.hp.com/managementsoftware/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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