



HP Software PerfView Analyzer (all versions) Product Obsolescence Announcement Frequently Asked Questions

On March 1, 2009, HP announced the product obsolescence and end of support dates for HP Software PerfView Analyzer (all versions). The end of sale date has been announced per July 1, 2006. This document provides you with answers to frequently asked questions regarding this announcement.

Product related questions

Question When is HP discontinuing this PerfView Analyzer product?

Answer Effective July 1, 2006, HP had announced end of sale of PerfView Analyzer (all versions). Since this date, the product was no longer orderable. HP is now announcing the end of support date.

Question Why is HP discontinuing this PerfView Analyzer product?

Answer HP Performance Manager software is replacing the PerfView Analyzer software. HP Performance Manager software enables organizations to perform in-depth examinations of resource utilization and performance trends of applications, physical and virtual systems and services.

Question What product numbers are affected by this discontinuance?

Answer

Product #	Description
B5013AA	HP PerfView Analyzer Servers SW Media
B5007AA	HP PerfView Analyzer Wksn SW Media
B6090AA	HP PerfView Analyzer Win NT SW LTU
B6095AA	HP PerfView Anlyzr Win NT Software Media
B6095AJ	HP PerfView Anlyzr NT JPN Software Media

Question When is the last date I can order PerfView Analyzer (all versions)?

Answer HP has announced end of sale of PerfView Analyzer (all versions) per July 2006. Since this date, the product was no longer orderable.

Question Can I still purchase additional licenses for versions of PerfView Analyzer (all versions that are no longer covered by full support or maintenance support? If yes,

how?

Answer No additional licenses can be purchased since July 1, 2006.

Question What replacement product is currently available and what upgrade plans do you have for the product, if any?

Answer The replacement product is HP Performance Manager 8.x. Please check www.hp.com/managementsoftware (View all products -> Alphabetical -> HP Performance Manager software) or otherwise 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/go/hpssoftwaresupport/casemanager/submitcase

Question What are the hardware requirements to upgrade to Performance manager 8.x?

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 PerfView Analyzer product?

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

Question I plan to upgrade my PerfView Analyzer environment using in-house technical resources. Where do I get all the required software?

Answer In case you didn't request the Performance Manager version 8.x 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 Performance Manager version 8.x media. The release to be requested is labeled PMJKCP.

Question Do I need a License Key to activate Performance Manager?

Answer Customers upgrading to Performance Manager will need a license key to activate the product. To obtain the license key, please make your request to one of the HP Licensing Centers. Be prepared to provide your SAID and/or original HP order number for PerfView Analyzer.

Hewlett-Packard License Center for U.S.A:
Phone: (801) 431-1597 or (800) 326-0411
Fax: (801) 431-3654
Hours of operation: 6:00 am to 6:00 pm MST
Americas_password@cnd.hp.com

Hewlett-Packard License Center for Europe/Africa:
Phone: (+31-55-543-4642)
Fax: (+31-55-543-4645)
Hours of operation: 9:00 to 18:00 CET
Europe_password@cnd.hp.com

Hewlett-Packard License Center for Asia Pacific:
 Phone: (outside Japan) (+81-3-3227-5672) - English Support
 Phone: (within Japan) 03-3227-5264 - Japanese Support
 Fax: (+81-3-3227-5238)
 Hours of operation: 9:00 am to 5:00 pm JST
Asia_password@cnd.hp.com

Question I received this communication but I have already upgraded my PerfView Analyzer installation to Performance Manager version 8.x. 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 Manager 8.x. Please get in touch with your local HP contract administration representative or your HP OpenView 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 September 1, 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

Date	Program Activity
March 1, 2009	Product discontinuance announced
July 1, 2006	End of Sale (no longer orderable or available for purchase) – this date was announced in May 2006
August 31, 2009	End of 1-1 license exchange period
August 31, 2010	End of Support
August 31, 2012	End of Self-Help Support

Question What are my discontinuance options?

Answer Customers have the option to continue using PerfView Analyzer. HP will stop providing Support for this product on September 1, 2010. Self-Help Support will continue to be available through September 1, 2012. Customers are encouraged to begin reviewing their business requirements for Performance Manager. 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 PerfView Analyzer support contract?

Answer Upon the End of Support date of PerfView Analyzer (all versions) your support contract will automatically be updated to reflect Performance Manager version 8.x product numbers. In case you haven't upgraded to Performance Manager version 8.x by this date, you can continue to get Self-Help Support for PerfView Analyzer (all versions) until September 1, 2012.
A 1-1 license exchange option is valid until August 31, 2009.

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 PerfView Analyzer 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 Manager version 8.x 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 PerfView Analyzer (all versions) to Performance Manager version 8.x, 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 PerfView Analyzer (all versions) to Performance Manager version 8.x, can I expect the same support pricing compared to PerfView Analyzer (all versions)?

Answer Not necessarily. Each product support price is determined independently

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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

www.hp.com/managementsoftware/services

www.hp.com/managementsoftware/support-lifecycle

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