



## HP Transaction Analyzer Product Obsolescence Announcement Frequently Asked Questions

On November 19, 2007, HP announced the product obsolescence, end of sale date and end of support dates for HP Transaction Analyzer (OVTA). This document provides you with answers to frequently asked questions regarding this announcement.

### Product related questions

**Question** When is HP discontinuing OVTA?

**Answer** Effective December 31, 2009 HP is discontinuing support for HP Transaction Analyzer.

Current customers may continue to purchase additional copies of OVTA 3.x through April 30, 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 this HP Transaction Analyzer product?

**Answer** In November of 2006 HP announced its intent to replace the Transaction Analyzer (OVTA) product with Diagnostics as a result of the Mercury Interactive acquisition. This is the last step in that process.

**Question** What product numbers are affected by this product obsolescence?

**Answer**

Product No.	Description
T2458AA	HP OV Transaction Agent Tier 0 LTU
T2459AA	HP OV Transaction Agent Tier 1 LTU
T2460AA	HP OV Transaction Agent Tier 2 LTU
T2461AA	HP OV Transaction Agent Tier 3 LTU
T2462AA	HP OV Transaction Agent Tier 4 LTU
T2454AA	HP OV TA Client Monitoring LTU
T2455AA	HP OV TA Client Monitoring Add'l 25 LTU
T2452AA	HP OV Transaction Analyzer Mainframe LTU
T3300AA	HP OVTA Java Diagnostics Tier 0 LTU
T3301AA	HP OVTA Java Diagnostics Tier 1 LTU
T3302AA	HP OVTA Java Diagnostics Tier 2 LTU
T3303AA	HP OVTA Java Diagnostics Tier 3 LTU
T3304AA	HP OVTA Java Diagnostics Tier 4 LTU

T2453CJ	HP OV Transaction Analyzer 3.0 Jpn Media
T2453CA	HP OV Transaction Analyzer 3.0 Media
T2453DA	HP OpenView Txn. Analyzer 3.1 Media
T2453EA	HP OpenView Txn. Analyzer 3.1.1 Media
T2453DJ	HP OpenView Txn. Analyzer 3.1.1Jpn Media

**Question** When is the last date I can order OVTA 3.x versions?

**Answer** OVTA 3.x will continue to be available for purchase to current OVTA customers through April 30, 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 OVTA that are no longer covered by full support or maintenance support?

**Answer** No additional licenses can be purchased after April 30, 2008.

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

**Answer** The latest version of OVTA 3.1.1 and was released in May 2007. Customers are encouraged to migrate to HP Diagnostics 7.0 or higher. Please check [www.hp.com/managementsoftware](http://www.hp.com/managementsoftware) (Products -> Products A-Z -> Transaction Analyzer) 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 Diagnostics version 7.0 or higher?

**Answer** Hardware requirements will vary depending on your operating system and what version of Diagnostics you choose to upgrade to. Please review the appropriate Release Notes, Installation Guide, and/or Migration Guide. You can also contact your local HP sales representative or HP software business partner for further assistance.

**Question** Where can I find migration information for the OVTA product?

**Answer** <http://h20229.www2.hp.com/products/tran/index.html> 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 migrate my OVTA 3.x version environment using in-house technical resources. Where do I get all the required software?

**Answer** The customer letter explains how to get access to all required software licenses, and training materials.

## Support contract related questions

**Question** What is the end of support date?

**Answer** The End of Support date for OVTA 3.x is December 31, 2009. As of this date all customer support activities will cease, this includes:

- Telephone support
- Security Rule updates
- Product upgrades

**Question** What are my discontinuance options?

**Answer** Customers have the option to continue using OVTA 3.x versions. HP will stop providing Support for both versions on December 31, 2009. Self-Help Support will continue to be available for both versions through December 31, 2011.

Customers are advised to migrate to HP Diagnostics 7.0 or higher. Customers are also encouraged to contact their local HP sales representative or HP software business partner for help in determining a migration plan that will meet your business needs.

**Question** How does this affect my OVTA support contract?

**Answer** Upon the End of Support date of OVTA 3.x, your support contract if not already updated will automatically be updated to reflect Diagnostics product numbers.

**Question** Should there be a defect with a version of OVTA for which no defect fixing is currently being done, 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 the OVTA migration kit, OVTA support, what license(s) you were entitled to under your support contract and how to get the software to upgrade to Diagnostics. Your local HP sales and support representatives or your HP software business partner can help provide information and assistance to enable your migration to Diagnostics.

**Question** When I upgrade from OVTA 3.X versions to Diagnostics, can I expect the same support pricing?

**Answer** The Diagnostics support prices will be the same for the first year but after that they will be at the then current Diagnostics prices.

### For more information

For more information on Transaction Analyzer 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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