



Obsolescence announcement

Frequently Asked Questions

HP OSS TeMIP Performance Insight 5.4x Liaison.

<i>Question</i>	When is HP discontinuing HP OSS TeMIP Performance Insight 5.4x Liaison?
<i>Answer</i>	HP has discontinued HP OSS TeMIP Performance Insight 5.4x Liaison on Nov 1 st 2013. (Same date like End of sale date of Performance Insight) Existing customers have been informed by their local sales representative about the End of Support Date.
<i>Question</i>	Why is HP discontinuing HP OSS TeMIP Performance Insight 5.4x Liaison?
<i>Answer</i>	Because the Performance Insight product has been discontinued. More information available on http://support.openview.hp.com/encore/performance-insight.jsp
<i>Question</i>	What is the End-of-Support date of HP OSS TeMIP Performance Insight 5.4x Liaison?
<i>Answer</i>	“Standard support” of HP OSS TeMIP Performance Insight 5.4x Liaison will end on Dec 31st, 2015 As of these dates all customer support activities will cease, this includes: <ul style="list-style-type: none">•Telephone support•Product upgrades and migrations
<i>Question</i>	Whom can I contact if I have more questions with regards to this product discontinuance?
<i>Answer</i>	Please contact your Local CMS Sales representative.
<i>Question</i>	I received this communication but I am not using the HP OSS TeMIP Performance Insight 5.4x Liaison. Do I need to do anything?
<i>Answer</i>	No, nothing to do but we recommend you to double check the rest of your solution components. Make sure you are not using any discontinued product. All OSS Assurance obsolescence information is available on http://support.openview.hp.com/encore/cms-products.jsp
<i>Question</i>	Are there any other key dates I need to be aware of?
<i>Answer</i>	Support extensions can be proposed under specific conditions, please contact your local CMS sales representative.
<i>Question</i>	What are my discontinuance options?
<i>Answer</i>	Customers are encouraged to contact their local HP CMS sales representative for help in determining migration options that meet their business needs.
<i>Question</i>	Should there be a defect with a version of the discontinued software for HP OSS TeMIP Performance Insight 5.4x Liaison which no defect fixing is done anymore, can I pay for a fix to be implemented on my request?
<i>Answer</i>	HP may choose to offer defect fixes at a premium price, depending on the feasibility and available resources.
<i>Question</i>	If I am on a support contract, what will I be entitled to?
<i>Answer</i>	You should have received a notification from your local HP CMS sales and support representatives who can help provide information and assistance to enable your upgrade to be easy and successful.
<i>Question</i>	What migration services are available to help me migrate?
<i>Answer</i>	HP CMS Solution Services can provide migration assistance as a services engagement.

For more information please contact you HP CMS Sales representative.

If you do not have a current HP CMS Sales representative, please contact HP TeMIP Product Management (temip-product-management@hp.com).

Respectfully,

Philippe Tabone and Laurent Grebil

**HP OSS TeMIP Product Management
HP Communications and Media Solutions**

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