

# HP Database and Middleware Automation 10.0x End of Sale Announcement

## Frequently Asked Questions

On March 1, 2015, HP announced the end of sale date for HP Database and Middleware Automation (DMA) 10.0x. The End of Committed Support and End of Extended Support dates were previously communicated on Software Support Online.

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

### Product related questions

<i>Question</i>	When is HP discontinuing sales for DMA 10.0x?
<i>Answer</i>	Effective March 1, 2015, HP is announcing the End of Sale of DMA 10.0x. Current customers may continue to purchase additional licenses of DMA 10.0x until May 1, 2015. As of this date, the product will be removed from HP's Corporate Price List and will no longer be orderable.
<i>Question</i>	Why is HP discontinuing sales for DMA 10.0x?
<i>Answer</i>	DMA 10.0x will reach End of Committed Support in the near future. For this reason, HP is discontinuing the sales of this version. This is in accordance with the HP Software Supported Version Policy. Definitions of terms are documented in the <a href="#">HP Software product version obsolescence guidelines</a> .
<i>Question</i>	What product numbers are affected by this obsolescence?
<i>Answer</i>	Please refer to Appendix B in the customer letter for the list of affected product numbers.
<i>Question</i>	When is the last date I can order DMA 10.0x?
<i>Answer</i>	DMA 10.0x will continue to be available for purchase to current support customers through May 1, 2015. As of that date, you will no longer be able to purchase additional licenses of the product.
<i>Question</i>	Can I still purchase additional licenses for DMA 10.0x? If yes, how?
<i>Answer</i>	Additional licenses may not be purchased for versions that are discontinued and past their end of sale date.
<i>Question</i>	Do I need to request new license keys when updating to DMA 10.2x?
<i>Answer</i>	No, you do not need license keys for using DMA 10.2x.
<i>Question</i>	What version of DMA is currently available and what update plans do you have for the product, if any?

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*Answer* The latest version is DMA 10.2x. Please check [hp.com/go/software](http://hp.com/go/software) 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](http://h20229.www2.hp.com/buy/index.html)
- Web Self Solve: [hp.com/go/hpssoftwaresupport/](http://hp.com/go/hpssoftwaresupport/)
- HP Technical Support: [hp.com/go/hpssoftwaresupport/casemanager/submitcase](http://hp.com/go/hpssoftwaresupport/casemanager/submitcase)

*Question* What are the hardware requirements to update to DMA 10.2x?

*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 update information for DMA 10.2x?

*Answer* Your local HP sales representative or HP Software Business Partner can help you get this information.

*Question* I plan to update my DMA 10.0x environment using in-house technical resources. Where do I get all the required software?

*Answer* All DMA 10.0x support customers can download DMA 10.2x media via 'My Updates'.

*Question* What is the concurrent support time period for this update?

*Answer* There will be 6 months of concurrent support for updating to DMA 10.2x.

### Support contract related questions

*Question* What is the End of Committed Support date?

*Answer* The End of Committed Support date for DMA 10.0x is December 31, 2015. This date was announced on Software Support Online on December 7, 2012. As of the End of Committed Support date, customer support activities for this version will cease, this includes:

- Security Rule updates
- Product upgrades

*Question* What is the End of Extended Support date?

*Answer* The End of Extended Support date for DMA 10.0x is December 31, 2017. This date was announced on Software Support Online on December 7, 2012. During the 2 year Extended Support period, you have access to existing patches, defect fixes and telephone support.

*Question* Are there any other key dates I need to be aware of?

*Answer* Please see Customer Letter page 1 for key dates.

*Question* What are my discontinuance options?

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*Answer* You have the option to continue using DMA 10.0x. HP will stop providing Committed Support for DMA 10.0x on December 31, 2015. Extended Support will continue to be available through December 31, 2017. Self-Help support will continue to be available through December 31, 2019. You are encouraged to begin reviewing your business requirements for DMA. You are also encouraged to contact your 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 updates?

*Answer* No, support contracts include both technical support and software updates.

*Question* Should there be a defect with a version of DMA 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 DMA 10.2x 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 update to be easy and successful.

*Question* When I update from DMA 10.0x to DMA 10.2x, can I continue my existing support contracts until they expire?

*Answer* Yes, your support contract will be updated automatically at the next renewal time.

*Question* When I update from DMA 10.0x to DMA 10.2x, can I expect the same support pricing compared to DMA 10.0x?

*Answer* Not necessarily. Each product support price is determined independently. Please work with your HP representative to know the difference in support pricing, if any.

*Question* What migration services are available to help me update?

*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 DMA 10.2x?

*Answer* Your local Software Education specialist can help understand what training packages are available for you. Please email your local contact for more information

Americas - [HP Software Education AMS](#)

Asia Pacific - [HP Software Education AP](#)

Japan - [HP Software Education Japan](#)

Europe, Middle East and Africa - [HP Software Education EMEA](#)

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## For more information

For more information on DMA 10.2x and HP Software services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:

[hp.com/go/software](http://hp.com/go/software)

[hp.com/go/hpsoftwaresupport/](http://hp.com/go/hpsoftwaresupport/)

[hp.com/go/hpsoftwaresupport/support-lifecycle](http://hp.com/go/hpsoftwaresupport/support-lifecycle)

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