

HP OpenView Storage Area Manager Obsolescence Announcement

Frequently Asked Questions

On March 01, 2015 HP announced the end of support date for HP OpenView Storage Area Manager.

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

Product related questions

<i>Question</i>	When is HP discontinuing HP OpenView Storage Area Manager?
<i>Answer</i>	Effective March 01, 2015 HP is announcing the discontinuance of HP OpenView Storage Area Manager.
<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>	Can I still purchase additional licenses for HP OpenView Storage Area Manager. 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>	Who can I contact if I have more questions with regards to this product discontinuance?
<i>Answer</i>	You have several options available to you: <ul style="list-style-type: none">• Contact your local HP sales representative or your local HP software business partner: h20229.www2.hp.com/buy/index.html• Web Self Solve: hp.com/go/hpssoftwaresupport/• HP Technical Support: hp.com/go/hpssoftwaresupport/casemanager/submitcase

Support contract related questions

<i>Question</i>	What is the end of support date?
<i>Answer</i>	The End of Support date for HP OpenView Storage Area Manager is December 31, 2015. As of this date all customer support activities for this version will cease, this includes: <ul style="list-style-type: none">• Telephone support• Security Rule updates

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March 2015



- Product upgrades

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?

Answer Customers have the option to continue using HP OpenView Storage Area Manager. HP will stop providing support for HP OpenView Storage Area Manager on December 31, 2015. Customers are encouraged to begin reviewing their business requirements for HP OpenView Storage Area Manager. Customers are also encouraged to contact their local HP Sales Representative or HP Software Business Partner for help in determining available options that meet your business needs.

Question What options are available to replace HP OpenView Storage Area Manager with another HP storage management solution?

Answer Customers are encouraged to contact their local HP Software Sales Representative or HP Software Business Partner for help in determining available options that meet their business needs.

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 HP OpenView Storage Area Manager 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.

For more information

If you would like to explore new Storage Management solutions from HP, please contact your local HP Software Sales Representative or HP Software business partner.

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

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