

HP Operations Manager Dependency Mapping Automation Obsolescence Announcement

Frequently Asked Questions

On April 1, 2015, HP announced the end of sale date and end of support dates for HP Operations Dependency Mapping Automation (DMA).

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

Product related questions

Question When is HP discontinuing DMA?

Answer Effective April 1, 2015, HP is announcing the discontinuance of DMA. Current customers may continue to purchase additional licenses of DMA until June 1, 2015. As of this date, the product will be removed from HP's Corporate Price List and will no longer be orderable.

Question What product numbers are affected by this obsolescence?

Answer Please refer to Appendix B in the customer letter for the list of affected product numbers.

Question When is the last date I can order DMA?

Answer DMA will continue to be available for purchase to current support customers through June 1, 2015. As of that date, you will no longer be able to purchase additional licenses of the product.

Question Can I still purchase additional licenses for DMA? If yes, how?

Answer Additional licenses may not be purchased for products/versions that are discontinued and past their end of sale date.

Question What migration plans do you have for the DMA product, if any?

Answer HP Operations Manager i version 9.x or later offers HP Operations Manager topology synchronization as part of the standard product capabilities, eliminating the need to use HP Operations Dependency Mapping Automation for this. HP recommends to upgrade to HP Operations Manager i version 9.x or 10.0.

All HP Operations Manager support customers can participate in a license exchange program where you can exchange your HP Operations Manager licenses for HP Operations Bridge licenses. As part of this license exchange, your DMA licenses will also be exchanged for the corresponding HP Operations Bridge

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licenses. Please 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
- Web Self Solve: hp.com/go/hpssoftwaresupport/
- HP Technical Support: hp.com/go/hpssoftwaresupport/casemanager/submitcase

Question Where can I find license exchange information for HP Operations Bridge?

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

Support contract related questions

Question What is the End of Committed Support date?

Answer The End of Committed Support date for DMA 8.2x is October 31, 2015. This date was announced on [Software Support Online](#) on October 1, 2012. As of this date, customer support activities for this version will cease, this includes:

- Security Rule updates
- Product updates

Question What is the End of Extended Support date?

Answer The End of Extended Support date for DMA 8.2x is October 31, 2017. This date was announced on [Software Support Online](#) on October 1, 2012. During the 2 year Extended Support period, you have access to existing patches, 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?

Answer Customers have the option to continue using DMA. HP will stop providing full support for DMA 8.2x on October 31, 2015. Extended Support will continue to be available through October 31, 2017. Customers are encouraged to begin reviewing their business requirements for DMA. 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 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 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.

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<i>Question</i>	If I am on a support contract, what will I be entitled to?
<i>Answer</i>	All HP Operations Manager support customers can participate in a license exchange program where you can exchange your HP Operations Manager licenses for HP Operations Bridge licenses. As part of this license exchange, your DMA licenses will also be exchanged for the corresponding HP Operations Bridge licenses. Your local HP Sales and Support Representatives or your HP Software Business Partner can help provide information and assistance to enable your license exchange to be easy and successful.
<i>Question</i>	When I exchange my HP Operations Manager and DMA licenses for HP Operations Bridge, can I continue my existing support contracts until they expire?
<i>Answer</i>	Your support contracts need to be updated to reflect the HP Operations Bridge licenses. Please contact your local HP contract administration representative or HP Software Services Integrator (SVI) partner to get your support contract updated accordingly.
<i>Question</i>	When I exchange my HP Operations Manager and DMA licenses for HP Operations Bridge, can I expect the same support pricing compared to HP Operations Manager and DMA?
<i>Answer</i>	Not necessarily. Each product support price is determined independently. Please work with your HP representative to know the difference in support pricing, if any.
<i>Question</i>	What migration services are available to help me update / migrate?
<i>Answer</i>	Your local HP sales representative or HP software business partner can help you get this information.
<i>Question</i>	What educational training packages are available for HP Operations Bridge?
<i>Answer</i>	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

For more information

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

hp.com/go/software
hp.com/go/hpsoftwaresupport/
hp.com/go/hpsoftwaresupport/support-lifecycle

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