

HP Business Service Management Solution (*HP BSM Solution) 9.1x / HP Operations Manager i (*HP OM i) 9.1x End of Sale Announcement

Frequently Asked Questions

On May 01, 2015, HP announced the end of sale date for HP BSM Solution 9.1x / HP OM i 9.1x. The End of Committed Support and End of Extended Support dates were previously communicated on Software Support Online.

HP Software	Released	End of support notification	End of (Committed) Support*	End of Extended Support
HP Business Service Management Platform 9.1x	Nov 01, 2011	Jul 01, 2012	Dec 31, 2015	Dec 31, 2017

- HP BSM Solution 9.1x includes
- HP Business Availability Center for SAP 9.1x
 - HP Business Availability Center for Siebel 9.1x
 - HP Business Process Insight 9.1x
 - HP Business Process Monitor 9.1x
 - HP Diagnostics 9.1x
 - HP Operations Manager i 9.1x
 - HP Real User Monitor 9.1x
 - HP Service Health Analyzer 9.1x
 - HP Service Level Management 9.1x
 - HP System Availability Management 9.1x
 - HP Transaction Vision 9.1x

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

Product related questions

<i>Question</i>	When is HP discontinuing sales for HP BSM Solution 9.1x / HP OM i 9.1x?
<i>Answer</i>	Effective May 01, 2015, HP is announcing the End of Sale of HP BSM Solution 9.1x / HP OM i 9.1x. Current customers may continue to purchase additional products of HP BSM Solution 9.1x / HP OM i 9.1x until July 01, 2015. As of this date, the product will be removed from HP's Corporate Price List and will no longer be orderable.

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May 2015



<i>Question</i>	Why is HP discontinuing sales for HP BSM Solution 9.1x / HP OM i 9.1x?
<i>Answer</i>	HP BSM Solution 9.1x / HP OM i 9.1x will reach End of Committed Support in the near future. For this reason, HP is discontinuing the sales of HP BSM Solution 9.1x / HP OM i 9.1x. This is in accordance with the HP Software Supported Version Policy. Definitions of terms are documented in the HP Software product version obsolescence guidelines .
<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 HP BSM Solution 9.1x / HP OM i 9.1x?
<i>Answer</i>	HP BSM Solution 9.1x / HP OM i 9.1x will continue to be available for purchase to current support customers through July 01, 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 HP BSM Solution 9.1x / HP OM i 9.1x. If yes, how?
<i>Answer</i>	Additional licenses may not be purchased for versions that are discontinued and past their end of sale date. Customer can update to newer versions of the product and purchase incremental licenses for the newer version.
<i>Question</i>	Do I need to request new license keys when upgrading to HP BSM Solution 9.1x / HP OM i 10.0x?
<i>Answer</i>	For HP BSM Solutions 9.1x to 9.2x you don't need new license keys. For upgrading HP OM i 9.1x to 10.0x no new license keys are required.
<i>Question</i>	What version of HP BSM Solution / HP OM i is currently available and what update plans do you have for the product, if any?
<i>Answer</i>	The latest version is HP BSM Solution 9.2x / HP OM i 10.0x. Please check www.hp.com/go/software or otherwise check with your local HP sales representative or HP software business partner for the latest information.
<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
<i>Question</i>	What are the hardware requirements to update to HP BSM Solution 9.2x / HP OM i 10.0x?
<i>Answer</i>	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.
<i>Question</i>	Where can I find update information for HP BSM Solution 9.1x / HP OM i 9.1x?
<i>Answer</i>	Your local HP sales representative or HP Software Business Partner can help you

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get this information.

Question I plan to update my HP BSM Solution 9.1x / HP OM i 9.1x environment using in-house technical resources. Where do I get all the required software?

Answer All HP BSM Solution 9.1x / HP OM i 9.1x support customers can download HP BSM Solution 9.2x / HP OM i 10.0x media via 'My Updates'.

Question What is the concurrent support time period

Answer There will be 6 months of concurrent support for getting migrated to HP BSM Solution 9.2x / HP OM i 10.0x.

Support contract related questions

Question What is the End of Committed Support date?

Answer The End of Committed Support date for HP BSM Solution 9.1x / HP OM i 9.1x is Dec 31, 2015. This date was announced on [Software Support Online](#) on July 01, 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 HP BSM Solution 9.1x / HP OM i 9.1x is Dec 31, 2017. This date was announced on Software Support Online on July 01, 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 HP BSM Solution 9.1x / HP OM i 9.1x. HP will stop providing support for HP BSM Solution 9.1x / HP OM i 9.1x on Dec, 31, 2015. Extended Support will continue to be available through Dec 31, 2017. Self-Help support will continue to be available through Dec 31, 2019. Customers are encouraged to begin reviewing their business requirements for HP BSM Solution 9.1x / HP OM i 9.1x. 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 a version of HP BSM Solution 9.1x / HP OM i 9.1x 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?

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Answer You should have received a letter or electronic notification from HP to inform you about the availability of HP BSM Solution 9.2x / HP OM i 10.0x 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 / migrate to be easy and successful.

Question When I update from HP BSM Solution 9.1x / HP OM i 9.1x to HP BSM Solution 9.2x / HP OM i 10.0x 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 HP BSM Solution 9.1x / HP OM i 9.1x to HP BSM Solution 9.2x / HP OM i 10.0x, can I expect the same support pricing compared to HP BSM Solution 9.1x / HP OM i 9.1x?

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 / migrate?

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 the HP BSM Solution 9.2x / HP OM i 10.0x?

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

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Japan - [HP Software Education Japan](#)

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

For more information

For more information on HP BSM Solution 9.2x / HP OM i 10.0x and HP Software services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:

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