

HP Software UCMDB Configuration Management 9.3x End of Sale Announcement

Frequently Asked Questions

On June 1, 2015, HP announced the end of sale date for UCMDB Configuration Management 9.3x. 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

Question When is HP discontinuing sales for UCMDB Configuration Management 9.3x?

Answer Effective June 1, 2015, HP is announcing the End of Sale of UCMDB Configuration Management 9.3x. Current customers June continue to purchase additional licenses of for UCMDB Configuration Management 9.3x until August 1, 2015. As of this date, the product will be removed from HP's Corporate Price List and will no longer be orderable.

Question Why is HP discontinuing sales for UCMDB Configuration Management 9.3x?

Answer UCMDB Configuration Management 9.3x will reach End of Committed Support in the near future. For this reason, HP is discontinuing the sales of UCMDB Configuration Management 9.3x. This is in accordance with the HP Software Supported Version Policy. Definitions of terms are documented in the [HP Software product version obsolescence guidelines](#).

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 UCMDB Configuration Management 9.3x?

Answer UCMDB Configuration Management 9.3x will continue to be available for purchase to current support customers through August 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 UCMDB Configuration Management 9.3x? If yes, how?

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

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<i>Question</i>	Do I need to request new license keys when upgrading to UCMDB Configuration Management 10.2x?
<i>Answer</i>	<p>Yes, you have to request new license keys for UCMDB Configuration Manager 10.2x.</p> <p>With the release of UCMDB Configuration Manager 10.0x, a new product structure was introduced. Customers using UCMDB Configuration Manager 9.3x will need to get their contract updated prior to getting the new license keys for UCMDB Configuration Manager 10.0x and higher versions. Please contact your local HP sales representative or HP Software business partner to initiate a contract update. Once this is completed, please visit the My Updates portal at hp.com/software/updates.</p> <p>For Enterprise License Agreement (ELA) customers, use Software Activation Website (SAW) to request UCMDB Configuration Manager 10.2x license keys.</p>
<i>Question</i>	What version of UCMDB Configuration Management is currently available and what update plans do you have for the product, if any?
<i>Answer</i>	The latest version is UCMDB Configuration Management 10.2x. 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>	<p>You have several options available to you:</p> <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 UCMDB Configuration Management 10.2x?
<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 UCMDB Configuration Management 9.3x?
<i>Answer</i>	Your local HP sales representative or HP Software Business Partner can help you get this information.
<i>Question</i>	I plan to update my UCMDB Configuration Management 9.3x environment using in-house technical resources. Where do I get all the required software?
<i>Answer</i>	All UCMDB Configuration Management 9.3x support customers can download UCMDB Configuration Management 10.2x media via 'My Updates'.
<i>Question</i>	What is the concurrent support time period
<i>Answer</i>	There will be 6 months of concurrent support for getting migrated to UCMDB Configuration Management 10.2x.

Support contract related questions

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<i>Question</i>	What is the End of Committed Support date?
<i>Answer</i>	The End of Committed Support date for UCMDB Configuration Management 9.3x is December 31, 2015. This date was announced on Software Support Online on July 1, 2012. As of this date customer support activities for this version will cease, this includes: <ul style="list-style-type: none"> • Security Rule updates • Product updates
<i>Question</i>	What is the End of Extended Support date?
<i>Answer</i>	The End of Extended Support date for UCMDB Configuration Management 9.3x is December 31, 2017. This date was announced on Software Support Online on July 1, 2012. During the 2 year Extended Support period, you have access to existing patches, fixes and telephone support.
<i>Question</i>	Are there any other key dates I need to be aware of?
<i>Answer</i>	Please see Customer Letter page 1 for key dates.
<i>Question</i>	What are my discontinuance options?
<i>Answer</i>	Customers have the option to continue using UCMDB Configuration Management 9.3x. HP will stop providing support for UCMDB Configuration Management 9.3x on December 31, 2015. Extended Support will continue to be available through December 31, 2017. Self-Help Support with Rights to New Versions will continue to be available through December 31, 2021. Customers are encouraged to begin reviewing their business requirements for UCMDB Configuration Management 9.3x. 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.
<i>Question</i>	Can I get a support contract for technical support only, without having to pay for updates?
<i>Answer</i>	No, support contracts include both technical support and software updates.
<i>Question</i>	Should there be a defect with a version of UCMDB Configuration Management 9.3x for which no defect fixing is done anymore, can I pay for a fix to be implemented on my request?
<i>Answer</i>	HP June choose to offer defect fixes at a premium price, depending on 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 letter or electronic notification from HP to inform you about the availability of UCMDB Configuration Management 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 / migrate to be easy and successful.
<i>Question</i>	When I update from UCMDB Configuration Management 9.3x to UCMDB Configuration Management 10.2x, can I continue my existing support contracts until they expire?
<i>Answer</i>	Yes, your support contract will be updated automatically at the next renewal time.

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<i>Question</i>	When I update from UCMDB Configuration Management 9.3x to UCMDB Configuration Management 10.2x, can I expect the same support pricing compared to UCMDB Configuration Management 9.3x?
<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 the UCMDB Configuration Management 10.2x?
<i>Answer</i>	<p>Your local Software Education specialist can help understand what training packages are available for you. Please email your local contact for more information.</p> <p>Choose according to the product / region the program is for and remove what's not needed.</p> <p>ITOM / ADM / ITM Education / ART Americas - HP Software Education AMS</p> <p>Asia Pacific - HP Software Education AP Japan - HP Software Education Japan</p> <p>Europe, Middle East and Africa - HP Software Education EMEA</p> <p>Arcsight, Fortify, Tipping Point, Atalla HP Software Security</p> <p>Autonomy / IM HP Software Autonomy IM</p> <p>Vertica HP Software Vertica</p>

For more information

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

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