



HP OpenView Reporter Versions prior to and including the version 3.6 Obsolescence Announcement Frequently Asked Questions

On May 1, 2006 HP announced the version obsolescence of all versions of HP OpenView Reporter prior to and including version 3.6. This document provides you with answers to frequently asked questions regarding this announcement.

Product related questions

Question When is HP discontinuing these products?

Answer Effective August 31, 2006 HP is discontinuing the support for HP OpenView Reporter versions 2.0 & 3.0. Current customers of HP OpenView Reporter versions 2.0 & 3.0 may continue to purchase additional licenses of Reporter versions 2.0 & 3.0 until July 1, 2006. As of this date, these two versions will be removed from HP's Corporate Price List and will no longer be orderable.

Effective April 30, 2007 HP is discontinuing support for HP OpenView Reporter version 3.5. Current customers of HP OpenView Reporter version 3.5 may continue to purchase additional copies of Reporter version 3.5 media until November 1, 2006. As of this date, this version media will be removed from HP's Corporate Price List and will no longer be orderable.

Effective July 31, 2007 HP is discontinuing support for HP OpenView Reporter version 3.6. Current customers of HP OpenView Reporter version 3.6 may continue to purchase additional copies of Reporter version 3.6 media until November 1, 2006. As of this date, this version media will be removed from the HP's Corporate Price List and will no longer be orderable.

Question What product numbers are affected by this discontinuance?

Answer

Product Number	Description
B7416WA	HP OV Reporter 2.0 LTU, Media, ENG
B7416WJ	HP OV Reporter 2.0 LTU, Media, JPN
J5332WA	HP OV Reporter 3.0 Media, ENG
J5332WJ	HP OV Reporter 3.0 Media, JPN
J5332BA	HP OV Reporter 3.5 Media ENG
J5332BJ	HP OV Reporter 3.5 Media JPN
J5332CA	HP OpenView Reporter 3.6 Media ENG
J5332CJ	HP OpenView Reporter 3.6 Japanese Media
J5226AA	HP OpenView Reporter Crystl Brcast LTU

Question Why is HP discontinuing the HP OpenView Reporter versions 2.0, 3.0, 3.5 and 3.6?

Answer This is in accordance with the HP OpenView Support and Obsolescence policy version 2.3. [Definitions of terms](#) are documented in the HP OpenView product version obsolescence guidelines.

Question When is the last date I can order HP OpenView Reporter versions 2.0, 3.0, 3.5 and 3.6?

Answer HP OpenView Reporter versions 2.0 and 3.0 will continue to be available for purchase to current customers through July 1, 2006. After this date the product is no longer available for additional purchases.

HP OpenView Reporter media versions 3.5 and 3.6 will continue to be available for purchase to current customers through November 1, 2006. After this date the product is no longer available for additional purchases.

Question Can I still purchase additional licenses for versions of HP OpenView Reporter 2.0, 3.0, 3.5 & 3.6 that are no longer covered by full support or maintenance support? If yes, how?

Answer No additional licenses can be purchased for HP OpenView Reporter 2.0 and 3.0 after July 1, 2006.
No additional licenses can be purchased for HP OpenView Reporter versions 3.5 and 3.6 after November 1, 2006.

Question What version of HP OpenView Reporter is currently available and what upgrade plans do you have for the product, if any?

Answer The latest version of HP OpenView Reporter is version 3.7 and was released on March 31 2006.
Please check www.hp.com/managementsoftware Products -> Products A-Z -> HP OpenView Reporter or otherwise check with your local HP sales representative or HP software business partner for the latest information

Question Whom 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: www.hp.com/managementsoftware/buy
- Web Self Solve: www.hp.com/managementsoftware/services
- HP Technical Support: www.hp.com/managementsoftware/submit_call

Question What are the hardware requirements to upgrade to HP OpenView Reporter Version 3.7?

Answer Hardware requirements will vary depending on your operating system, please review the appropriate Release Notes, Installation Guide, and/or Migration Guide or otherwise contact your local HP sales representative or HP software business partner for further assistance.

Question Where can I find upgrade information for HP OpenView Reporter product ?

Answer Your local HP sales representative or HP software business partner can help you get this information.

Question I plan to upgrade HP OpenView Reporter to the latest version 3.7, using in-house technical resources. Where do I get all the required software?

Answer In case you didn't request HP OpenView Reporter 3.7 at the time you received the new release notification for that version, please make a request either from Software Update Manager, your local HP contract administration representative or your HP OpenView Services Integrator (SVI) partner to provide you with the HP OpenView Reporter 3.7 media. The release to be requested is labeled RPT370 and can be requested until May 1, 2007.

Question I have received this communication but I have already upgraded HP OpenView Reporter to version 3.7. Do I need to do anything?

Answer Some or all of your support contracts might not have been updated to reflect your upgrade to HP OpenView Reporter version 3.7. Please get in touch with your local HP contract administration representative or your HP OpenView Services Integrator partner to have your support contracts updated.

Support contract related questions

Question What is the end of support date?

Answer The End of Support dates are as follows:

- HP OpenView Reporter 2.0 & 3.0 -- August 31, 2006
- HP OpenView Reporter 3.5 -- April 30, 2007
- HP OpenView Reporter 3.6 -- July 31, 2007

As of this date all customer support activities will cease, this includes:

- Telephone support
- Security Rule updates
- Product upgrades

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

Answer Please see Customer Letter, Page 1.

Question What are my discontinuance options?

Answer Customers have the option to continue using HP OpenView Reporter 2.0 or 3.0 or 3.5 or 3.6.

HP will stop providing Support for HP OpenView Reporter 2.0 & 3.0 from August 31, 2006.

HP will stop providing Support for HP OpenView Reporter 3.5 from April 30, 2007.

HP will stop providing Support for HP OpenView Reporter 3.6 from July 31, 2007.

Self Help support will be available for Reporter 2.0 & 3.0 till August 31, 2008, for Reporter 3.5 till April 30, 2009 and for Reporter 3.6 till July 31, 2009.

Customers are encouraged to begin reviewing their business requirements for HP OpenView Reporter. 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 How does this affect my HP OpenView Reporter 3.5 or 3.6 support contract?

Answer Upon the End of Support date of HP OpenView Reporter 3.6 your support contract will automatically be updated to reflect HP OpenView Reporter 3.7. In case you haven't upgraded to HP OpenView Reporter 3.7 by this date, you can continue to get Self-Help Support for HP OpenView Reporter 3.6 until July 31, 2009.

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 HP OpenView Reporter version 2.0 or 3.0 or 3.5

or 3.6, 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 have an active 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 HP OpenView Reporter Version 3.7 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 upgrade to be easy and successful.

Question When I upgrade to HP OpenView Reporter 3.7 from prior versions, can I continue to use my existing support contract(s) for case logging until they expire?

Answer Yes, but your support contracts need to be updated as well. Please contact your local HP contract administration representative or HP OpenView Services Integrator (SVI) partner to get your support contract updated accordingly.

Question When I upgrade to HP OpenView Reporter 3.7 from prior versions, can I expect the same support pricing compared to previous HP OpenView Reporter product version?

Answer Not necessarily. Each product support price is determined independently.

Question What migration services are available to help me upgrade?

Answer Please contact your local HP OpenView sales representative for assistance in planning the right migration plan for you.

For more information

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

www.hp.com/managementsoftware/products

www.hp.com/managementsoftware/services

www.hp.com/managementsoftware/support-lifecycle

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www.managementsoftware.hp.com

12/2005. Printed in the U.S.

