



HP Internet Services 6.11 JPN, 6.20 ENG Product Obsolescence Announcement Frequently Asked Questions

On November 19, 2007, HP announced the product obsolescence, end of sale date and end of support dates for HP Internet Services (OVIS). This document provides you with answers to frequently asked questions regarding this announcement.

Product related questions

Question When is HP discontinuing OVIS?

Answer Effective December 31, 2009 HP is discontinuing support for HP Internet Services.

Current customers may continue to purchase additional copies of the OVIS 6.11 JPN through July 1, 2008 and OVIS 6.20 through May 1, 2008. 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 this HP Internet Services product?

Answer In November of 2006 HP announced its intent to replace the Internet Services (OVIS) product with Business Process Monitor and Systems Availability Management as a result of the Mercury Interactive acquisition. This is the last step in that process.

Question What product numbers are affected by this version maturity?

Answer

Product	Description
J4510EJ	OVIS 6.11 Media, Jpn
J4511DJ	OVIS 6.11 Manual, Jpn
J4728AA	OVIS LTU (Base of 5)
J4728AJ	OVIS LTU, Jpn (Base of 5)
J4729AA	OVIS 5 Target Pack LTU
J4729AJ	OVIS 5 Target Pack LTU, Jpn
J4730AA	OVIS 25 Target Pack LTU
J4730AJ	OVIS 25 Target Pack LTU, Jpn
J4731AA	OVIS 250 Target Pack LTU
J4731AJ	OVIS 250 Target Pack LTU, Jpn
J4530AA	OVIS 5 Custom Target LTU
J4531AA	OVIS 25 Custom Target LTU
J4532AA	OVIS 250 Custom Target Pack LTU
J4510FA	OVIS 6.20 Media

Question When is the last date I can order OVIS 6.11 JPN and 6.20 ENG versions?

Answer OVIS 6.11 JPN will continue to be available for purchase to current OVIS customers through June 31, 2008 and for OVIS 6.20 through April 30, 2008. After that date you will no longer be able to purchase additional copies of the product.

Question Can I still purchase additional licenses for versions of OVIS that are no longer covered by full support or maintenance support?

Answer No additional licenses can be purchased after April 30, 2008 for OVIS 6.20 and after June 31, 2008 for OVIS 6.11 JPN.

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

Answer The latest English version of OVIS is 6.20 and it was released in May 2007. The latest Japanese version of OVIS is 6.11 and it was released in July 2006. Customers are encouraged to migrate to HP Business Availability Center (BAC) 6.7 or higher.

Please check www.hp.com/managementsoftware (Products -> Products A-Z -> Internet Services) or otherwise check with your local HP sales representative or HP software business partner for the latest information.

Question Where can I get support for Probe Builder?

Answer For OVIS users of Probe Builder there are purchasable support services from European Performance Systems Ltd (EPS). The EPS support service is designed for both Probe Builder software and probe development issues. For further information please visit the EPS support portal at <<https://eps.eu.com/supportportal.htm>>.

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: 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 BAC version 6.7 or higher?

Answer Hardware requirements will vary depending on your operating system and what version of BAC you choose to upgrade to. Please review the appropriate Release Notes, Installation Guide, and/or Migration Guide. You can also contact your local HP sales representative or HP software business partner for further assistance.

Question Where can I find migration information for the OVIS product?

Answer <http://h20229.www2.hp.com/products/ovis/index.html> Your local HP sales representative or HP software business partner can help you get this information, alternatively please see the customer letter for further details.

Question I plan to migrate my OVIS 6.11 / 6.20 versions environment using in-house technical resources. Where do I get all the required software?

Answer The customer letter explains how to get access to all required software, licenses, and training materials.

Support contract related questions

Question What is the end of support date?

Answer The End of Support date for OVIS 6.11 JPN and OVIS 6.20 is December 31, 2009. As of this date all customer support activities will cease, this includes:

- Telephone support
- Security Rule updates
- Product upgrades

Question What are my discontinuance options?

Answer Customers have the option to continue using OVIS 6.11 JPN and 6.20 ENG versions. HP will stop providing Support for both versions on December 31, 2009. Self-Help Support will continue to be available for both versions through December 31, 2011.

Customers are advised to migrate to HP BAC 6.7 or higher (BAC 7.0 for 6.11 JPN customers). Customers are also encouraged to contact their local HP sales representative or HP software business partner for help in determining a migration plan that will meet your business needs.

Question How does this affect my OVIS support contract?

Answer Upon the End of Support date of OVIS 6.11 JPN and 6.20 ENG, your support contract if not already updated will automatically be updated to reflect BAC product numbers.

Question Should there be a defect with a version of OVIS for which no defect fixing is currently being done, 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?

Answer You should have received a letter or electronic notification from HP to inform you the OVIS migration kit, OVIS support, what license(s) you were entitled to under your support contract and how to get the software to upgrade to BAC. Your local HP sales and support representatives or your HP software business partner can help provide information and assistance to enable your migration to BAC.

Question When I upgrade from OVIS 6.11 JPN and 6.20 ENG versions to BAC, can I expect the same support pricing?

Answer The BAC support prices will be the same for the first year but after that they will be at the then current BAC prices.

For more information

For more information on Internet Services 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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