



## HP Project and Portfolio Management Center 6.0x & 7.0x Extended End of Support Dates Announcement Frequently Asked Questions

On September 1<sup>st</sup>, 2008, HP announced the extended end of support dates for HP Project and Portfolio Management Center Version 6.0x & 7.0x. This document provides you with answers to frequently asked questions regarding this announcement.

### Product related questions

**Question** Why is HP discontinuing HP Project and Portfolio Management Center Version 6.0x & 7.0x?

**Answer** The end of support dates for HP Project and Portfolio Management Center 6.0x and 7.0x was announced when this product was part of Mercury. HP has released two more versions of HP Project and Portfolio Management Center. With the release of HP Project and Portfolio Management Center Version 7.50, HP is discontinuing the older versions i.e. HP Project and Portfolio Management Center 6.0x & 7.0x.

**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 HP Project and Portfolio Management Center 6.0x or 7.0x?

**Answer** These versions of HP Project and Portfolio Management Center products are no longer available for purchase. HP Project and Portfolio Management Center 7.50 provides advanced features and is available to all support customers as a free license upgrade.

**Question** Can I still purchase additional licenses for versions of HP Project and Portfolio Management Center 6.0x or 7.0x that are no longer covered by full support or maintenance support? If yes, how?

**Answer** No additional licenses can be purchased after September 1, 2008.

**Question** What version of HP Project and Portfolio Management Center is currently available and what upgrade plans do you have for the product, if any?

**Answer** The latest version of HP Project and Portfolio Management Center is version 7.50. Please check [www.hp.com/go/software](http://www.hp.com/go/software) (Products -> Products A-Z -> Project and Portfolio Management Center) or otherwise 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](http://h20229.www2.hp.com/buy/index.html)
- Web Self Solve:  
[www.hp.com/go/hpsoftwaresupport/](http://www.hp.com/go/hpsoftwaresupport/)
- HP Technical Support:  
[www.hp.com/go/hpsoftwaresupport/casemanager/submitcase](http://www.hp.com/go/hpsoftwaresupport/casemanager/submitcase)

**Question** What are the hardware requirements to upgrade to HP Project and Portfolio Management Center Version 7.50?

**Answer** 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.

**Question** Where can I find upgrade information for the HP Project and Portfolio Management Center product?

**Answer** 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 upgrade my HP Project and Portfolio Management Center version 6.0x or 7.0x environment using in-house technical resources. Where do I get all the required software?

**Answer** You can request the HP Project and Portfolio Management Center version 7.50 media by sending or faxing in your pull letter you have received or by requesting or downloading the software via Software Update Manager (SUM). In case you do not have this information, please contact your local HP contract administration representative or your HP Software Services Integrator (SVI) partner to provide you with the HP Project and Portfolio Management Center version 7.50 media. The release to be requested is labeled PPM750.

**Question** I received this communication but I have already upgraded HP Project and Portfolio Management Center version 6.0x or 7.0x to HP Project and Portfolio Management Center version 7.50. 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 Project and Portfolio Management Center version 7.50. Please get in touch with your local HP contract administration representative or your HP Software 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 date is August 31<sup>st</sup> 2009 for PPM 6.0x and December 31<sup>st</sup>, 2009 for PPM 7.0x. 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 for key dates.

**Question** What are my discontinuance options?

**Answer** Customers have the option to continue using HP Project and Portfolio Management Center version 6.0x and 7.0x. HP will stop providing Support for these products on August 31, 2009 and December 31, 2009 respectively. Self-Help Support will continue to be available through August 31, 2011 and December 31, 2011 respectively. Customers are encouraged to begin reviewing their business requirements for HP Project and Portfolio Management Center. 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 upgrades?

**Answer** No, support contracts include both technical support and software updates.

**Question** Should there be a defect with a version of HP Project and Portfolio Management Center 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?

**Answer** You should have received a letter or electronic notification from HP to inform you about the availability of HP Project and Portfolio Management Center 7.50 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 from HP Project and Portfolio Management Center version 6.0x or 7.0x to HP Project and Portfolio Management Center version 7.50, can I continue my existing support contracts 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 Software Services Integrator (SVI) partner to get your support contract updated accordingly.

**Question** When I upgrade from HP Project and Portfolio Management Center version 6.0x & 7.0x to HP Project and Portfolio Management Center version 7.50, can I expect the same support pricing compared to HP Project and Portfolio Management Center version 6.0x & 7.0x?

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

**Question** What migration services are available to help me upgrade?

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

### For more information

For more information on HP Project and Portfolio Management Center and HP Software services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:

[www.hp.com/go/software](http://www.hp.com/go/software)

[www.hp.com/go/hpssoftwaresupport/](http://www.hp.com/go/hpssoftwaresupport/)

[www.hp.com/go/hpssoftwaresupport/support-lifecycle](http://www.hp.com/go/hpssoftwaresupport/support-lifecycle)

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For more information, go to [www.hp.com/go/software](http://www.hp.com/go/software)  
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