

# HP Diagnostics for Siebel Obsolescence Announcement

## Frequently Asked Questions

On June 1, 2014, HP announced the end of sale date and end of support dates for Diagnostics for Siebel.

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

### Product related questions

*Question* When is HP discontinuing Diagnostics for Siebel?

*Answer* Effective June 1, 2014, HP is announcing the discontinuance of Diagnostics for Siebel. Current customers may continue to purchase additional licenses of Diagnostics for Siebel until August 1, 2014. As of this date, the product will be removed from HP's Corporate Price List and will no longer be orderable.

*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 Diagnostics for Siebel?

*Answer* Diagnostics for Siebel will continue to be available for purchase to current support customers through August 1, 2014. 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 Diagnostics for Siebel? If yes, how?

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

*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: [hp.com/go/hpssoftwaresupport/](http://hp.com/go/hpssoftwaresupport/)
- HP Technical Support: [hp.com/go/hpssoftwaresupport/casemanager/submitcase](http://hp.com/go/hpssoftwaresupport/casemanager/submitcase)

### Support contract related questions

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<i>Question</i>	What is the end of support date?
<i>Answer</i>	The End of Support date for Diagnostics for Siebel is June 30, 2017. As of this date all customer support activities for this version will cease, this includes: <ul style="list-style-type: none"><li>• Telephone support</li><li>• Security Rule updates</li><li>• Product upgrades</li></ul>
<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 Diagnostics for Siebel. HP will stop providing support for Diagnostics for Siebel on June 30, 2014. Customers are encouraged to begin reviewing their business requirements for Diagnostics for Siebel.
<i>Question</i>	Should there be a defect with a version of Diagnostics for Siebel for which no defect fixing is done anymore, can I pay for a fix to be implemented on my request?
<i>Answer</i>	HP may choose to offer defect fixes at a premium price, depending on available resources.

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