

# HP Software HP Enterprise Collaboration 1.0x & 1.1x Obsolescence Announcement

## Frequently Asked Questions

On April 1, 2014, HP announced the end of sale date and end of support dates for HP Enterprise Collaboration 1.0x & 1.1x.

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

### Product related questions

<i>Question</i>	When is HP discontinuing HP Enterprise Collaboration 1.0x & 1.1x?
<i>Answer</i>	Effective April 1, 2014, HP is announcing the discontinuance of HP Enterprise Collaboration 1.0x & 1.1x. Current customers may continue to purchase additional licenses of HP Enterprise Collaboration 1.0x & 1.1x until June 1, 2014. As of this date, the product will be removed from HP's Corporate Price List and will no longer be orderable.
<i>Question</i>	What product numbers are affected by this obsolescence?
<i>Answer</i>	Please refer to Appendix B in the customer letter for the list of affected product numbers.
<i>Question</i>	When is the last date I can order HP Enterprise Collaboration 1.0x & 1.1x?
<i>Answer</i>	HP Enterprise Collaboration 1.0x & 1.1x will continue to be available for purchase to current support customers through June 1, 2014. As of that date, you will no longer be able to purchase additional licenses of the product.
<i>Question</i>	Can I still purchase additional licenses for HP Enterprise Collaboration 1.0x & 1.1x? If yes, how?
<i>Answer</i>	Additional licenses may not be purchased for versions that are discontinued and past their end of sale date.
<i>Question</i>	Who can I contact if I have more questions with regards to this product discontinuance?
<i>Answer</i>	You have several options available to you: <ul style="list-style-type: none"><li>• Contact your local HP sales representative or your local HP software business partner: <a href="http://h20229.www2.hp.com/buy/index.html">h20229.www2.hp.com/buy/index.html</a></li><li>• Web Self Solve: <a href="http://hp.com/go/hpsoftwaresupport/">hp.com/go/hpsoftwaresupport/</a></li><li>• HP Technical Support: <a href="http://hp.com/go/hpsoftwaresupport/casemanager/submitcase">hp.com/go/hpsoftwaresupport/casemanager/submitcase</a></li></ul>

## Support contract related questions

*Question* What is the end of support date?

*Answer* The End of Support date for HP Enterprise Collaboration 1.0x is January 31, 2017 and for HP Enterprise Collaboration 1.1x is September 30, 2017. As of these dates all customer support activities for these versions 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 Enterprise Collaboration 1.0x & 1.1x. HP will stop providing support for HP Enterprise Collaboration 1.0x on January 31, 2017 and for HP Enterprise Collaboration 1.1x on September 30, 2017. Customers are encouraged to begin reviewing their business requirements for HP Enterprise Collaboration 1.0x & 1.1x. Customers are also encouraged to contact their local HP Sales Representative or HP Software Business Partner for help in determining 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 Enterprise Collaboration 1.0x & 1.1x 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 HP Enterprise Collaboration 1.0x & 1.1x obsolescence. HP will continue to support HP Enterprise Collaboration 1.0x until January 31, 2017 and HP Enterprise Collaboration 1.1x until September 30, 2017.

*Question* Can I continue my existing support contracts for HP Enterprise Collaboration 1.0x & 1.1x until they expire?

*Answer* Yes, you can continue using your existing support contracts until they expire.

## For more information

For more information on HP Enterprise Collaboration 1.0x & 1.1x and HP Software services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:

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

**Sign up for updates**  
[hp.com/go/swupdatealerts](http://hp.com/go/swupdatealerts)

