

HP Software Change Impact Testing (CIT) for SAP 1.0x, 1.5x, 2.0x, 2.5x & 2.6x Obsolescence Announcement

Frequently Asked Questions

On January 3, 2014, HP announced the end of sale date and end of support dates for Change Impact Testing (CIT) for SAP 1.0x, 1.5x, 2.0x, 2.5x & 2.6x.

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

Product related questions

<i>Question</i>	When is HP discontinuing Change Impact Testing (CIT) for SAP 1.0x, 1.5x, 2.0x, 2.5x & 2.6x?
<i>Answer</i>	Effective January 1, 2014, HP is announcing the discontinuance of CIT 1.0x, 1.5x, 2.0x, 2.5x & 2.6x. Current customers may continue to purchase additional licenses of CIT 1.0x, 1.5x, 2.0x, 2.5x & 2.6x until March 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 CIT 1.0x, 1.5x, 2.0x, 2.5x & 2.6x?
<i>Answer</i>	CIT 1.0x, 1.5x, 2.0x, 2.5x & 2.6x will continue to be available for purchase to current support customers through March 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 CIT 1.0x, 1.5x, 2.0x, 2.5x & 2.6x? 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">• Contact your local HP sales representative or your local HP software business partner: h20229.www2.hp.com/buy/index.html• Web Self Solve;

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hp.com/go/hpsoftwaresupport/

- HP Technical Support:
hp.com/go/hpsoftwaresupport/casemanager/submitcase

Question Where can I find upgrade information for CIT 1.0x, 1.5x, 2.0x, 2.5x & 2.6x?

Answer Your local HP sales representative or HP Software Business Partner can help you get this information.

Question If I have an ELA can I continue to receive licenses?

Answer Yes, you will continue to receive licenses via the SAWs tool.

Support contract related questions

Question What is the end of support date?

Answer The End of Support date for CIT 1.0x, & 2.0x is June 30, 2014 and the End of Support date for CIT 1.5x, 2.5x & 2.6x is December 31, 2016. As of this date all customer support activities for this version 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 CIT 1.0x, 1.5x, 2.0x, 2.5x & 2.6x. HP will stop providing support for CIT 1.0x & 2.0x on June 30, 2014 and for CIT 1.5x, 2.5x & 2.6x on December 31, 2016. Customers are encouraged to begin reviewing their business requirements for CIT 1.0x, 1.5x, 2.0x, 2.5x & 2.6x. 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 CIT 1.0x, 1.5x, 2.0x, 2.5x & 2.6x 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 Can I continue my existing support contracts until they expire?

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

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For more information

For more information on CIT 1.0x, 1.5x, 2.0x, 2.5x & 2.6x and HP Software services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:

hp.com/go/software

hp.com/go/hpsoftwaresupport/

hp.com/go/hpsoftwaresupport/support-lifecycle

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