HP Software Connect-IT 9.3x Obsolescence Announcement

Frequently Asked Questions

On July 1, 2013, HP announced the end of sale date and end of support dates for Connect-IT 9.3x. This document provides answers to frequently asked questions regarding this announcement.

Product related questions	
Question	When is HP discontinuing Connect-IT 9.3x?
Answer	Effective July 1, 2013 HP is announcing the discontinuance of Connect-IT 9.3x. Current customers may continue to purchase additional licenses of Connect-IT 9.3x until September 1, 2013. 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 Connect-IT 9.3x?
Answer	Effective with the new release of Connect-IT 9.50, HP is announcing the obsolescence of the older versions of Connect-IT. This is in accordance with the HP Software Supported Version Policy 4.4. Definitions of terms are documented in the HP Software product version obsolescence guidelines.
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 Connect-IT 9.3x?
Answer	Connect-IT 9.3x will continue to be available for purchase to current support customers through September 1, 2013. 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 Connect-IT 9.3x. If yes, how?
Answer	Additional licenses may not be purchased for versions that are discontinued and past their end of sale date.
Question	Do I need to request new license keys when upgrading to Connect-IT 9.50?
Answer	No, you don't need new license keys for Connect-IT 9.50.
Question	What version of Connect-IT is currently available and what upgrade plans do you have for the product, if any?
Answer	The latest version is Connect-IT 9.50. Please check the www.hp.com/go/software pages 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 • Web Self Solve: hp.com/go/hpsoftwaresupport/ • HP Technical Support:

hp.com/go/hpsoftwaresupport/casemanager/submitcase

Question	What are the hardware requirements to upgrade to Connect-IT 9.50?
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 Connect-IT 9.50?
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 Connect-IT 9.3x environment using in-house technical resources. Where do I get all the required software?
Answer	All Connect-IT 9.3x support customers can download Connect-IT 9.50 media via 'My Updates'.
Question	What is the concurrent support time period?
Answer	There will be 6 months of concurrent support for getting migrated to Connect-IT 9.50.

Support contract related questions	
Question	What is the end of support date?
Answer	The End of Support date for Connect-IT 9.3x is December 31, 2014. 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 Connect-IT 9.3x. HP will stop providing support for Connect-IT 9.3x on December 31, 2014. Self-Help Support will continue to be available through December 31, 2016. Customers are encouraged to begin reviewing their business requirements for Connect-IT 9.3x. 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 Connect-IT 9.3x 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 Connect-IT 9.3x 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 Connect-IT 9.3x to Connect-IT 9.50, can I continue my existing support contracts until they expire?
Answer	Yes, your support contract will be updated automatically at the next renewal time.
Question	When I upgrade from Connect-IT 9.3x to Connect-IT 9.50, can I expect the same support pricing compared to Connect-IT 9.3x?
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.
Question	What educational training packages are available for Connect-IT 9.3x?
Answer	Connect-IT 120 9.x Essentials training is available; it uses Connect-It 9.50 as the platform. For more information, please go to https://merc-training.cce.hp.com/main/training/course_details.cfm?ProductID=151&Course=00011004&sitepick=US

For more information

For more information on Connect-IT 9.3x 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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