



HP Fortify Real-Time Analyzer Obsolescence Announcement Frequently Asked Questions

On December 1, 2012, HP announced the end of sale date and end of support dates for Fortify Real-Time Analyzer.

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

Product related questions

Question Why is HP discontinuing Fortify Real-Time Analyzer?

Answer It is important to understand that Fortify Runtime is the new version of Real-Time Analyzer and has been renamed. Fortify Runtime incorporates all the features present in Fortify Real-Time and has additional functionality that are not part of Fortify Real-Time Analyzer. Effective with the new release of Fortify Runtime, HP is announcing the obsolescence of Fortify Real-Time Analyzer. 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 When is HP discontinuing Fortify Real-Time Analyzer?

Answer Effective December 1, 2012, HP is announcing the discontinuance of Fortify Real-Time Analyzer. Current customers may continue to purchase additional licenses of Fortify Real-Time Analyzer until February 1, 2013. 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 Fortify Real-Time Analyzer?

Answer Fortify Real-Time Analyzer will continue to be available for purchase to current support customers through February 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 Fortify Real-Time Analyzer 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>	Do I need to request new license keys when upgrading to Fortify Runtime?
<i>Answer</i>	Yes, you would need new license keys when you upgrade to Fortify Runtime. Please follow the instructions below to obtain the license keys: <ul style="list-style-type: none"> • Contact your HP representative to request a support contract migration • After the support contract is updated, go to MyUpdates: www.hp.com/software/updates • On the main page enter your SAID • Select the HP Fortify Runtime Suite Media then click 'Get software updates' • Select 'Get Licensing' tab • Complete process.
<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: www.hp.com/go/hpssoftwaresupport/ • HP Technical Support: www.hp.com/go/hpssoftwaresupport/casemanager/submitcase
<i>Question</i>	What are the hardware requirements to upgrade to Fortify Runtime?
<i>Answer</i>	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.
<i>Question</i>	Where can I find upgrade information for Fortify Real-Time Analyzer to the new Fortify Runtime update?
<i>Answer</i>	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.
<i>Question</i>	I plan to upgrade my Fortify Real-Time Analyzer environment using in-house technical resources. Where do I get all the required software?
<i>Answer</i>	All Fortify Real-Time Analyzer support customers can download Fortify Runtime media via 'My Updates'.
<i>Question</i>	What is the concurrent support time period
<i>Answer</i>	There will be 6 months of concurrent support offered during your upgrade to Fortify Runtime.

Support contract related questions

<i>Question</i>	What is the end of support date?
<i>Answer</i>	The End of Support date for Fortify Real-Time Analyzer is November 30,

2014. As of this date all customer support activities for this version will cease, this includes:

- Telephone support
- Security Rule updates
- Product upgrades

<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 Fortify Real-Time Analyzer. HP will stop providing support for Fortify Real-Time Analyzer on November 30, 2014. Self-Help Support will continue to be available through November 30, 2016. Customers are encouraged to begin reviewing their business requirements for Fortify Real-Time Analyzer. 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.
<i>Question</i>	Can I get a support contract for technical support only, without having to pay for upgrades?
<i>Answer</i>	No, support contracts include both technical support and software updates.
<i>Question</i>	Should there be a defect with Fortify Real-Time Analyzer 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.
<i>Question</i>	If I am on a support contract, what will I be entitled to?
<i>Answer</i>	You should have received a letter or electronic notification from HP to inform you about the availability of Fortify Runtime 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.
<i>Question</i>	When I upgrade from Fortify Real-Time Analyzer to Fortify Runtime, can I continue my existing support contracts until they expire?
<i>Answer</i>	Yes, your support contract will be updated automatically at the next renewal time.
<i>Question</i>	When I upgrade from Fortify Real-Time Analyzer to Fortify Runtime, can I expect the same support pricing compared to Fortify Real-Time Analyzer?
<i>Answer</i>	Not necessarily. Each product support price is determined independently.
<i>Question</i>	What migration services are available to help me upgrade?
<i>Answer</i>	Your local HP sales representative or HP software business partner can help you get this information.
<i>Question</i>	What educational training packages are available for Fortify Runtime?
<i>Answer</i>	Please contact your local HP sales representative or HP software business partner for additional information.

For more information

For more information on Fortify Runtime 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

www.hp.com/go/hpssoftwaresupport/

www.hp.com/go/hpssoftwaresupport/support-lifecycle

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