

HP Software Infrastructure (Infra) SPIs 1.6x & 2.0x Obsolescence Announcement

Frequently Asked Questions

On January 1, 2013, HP announced the end of sale date and end of support dates for Infrastructure (Infra) SPIs 1.6x & 2.0x.

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

| Product related questions | |
|---------------------------|--|
| <i>Question</i> | When is HP discontinuing Infra SPIs 1.6x & 2.0x? |
| <i>Answer</i> | Effective January 1, 2013, HP is announcing the discontinuance of Infra SPIs 1.6x & 2.0x. Current customers may continue to purchase additional licenses of Infra SPIs 1.6x & 2.0x until March 1, 2013. As of this date, the product will be removed from HP's Corporate Price List and will no longer be orderable. |
| <i>Question</i> | Why is HP discontinuing Infra SPIs 1.6x & 2.0x? |
| <i>Answer</i> | Effective with the new release of Infra SPIs 11.1, HP is announcing the obsolescence of the older versions of Infra SPIs. This is in accordance with the HP Software Supported Version Policy 4.3. Definitions of terms are documented in the HP Software product version obsolescence guidelines . |
| <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 Infra SPIs 1.6x & 2.0x? |
| <i>Answer</i> | Infra SPIs 1.6x & 2.0x will continue to be available for purchase to current support customers through March 1, 2013. 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 Infra SPIs 1.6x & 2.0x? 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 Infra SPIs 11.1? |
| <i>Answer</i> | No, you don't need new license keys for Infra SPIs 11.1. |
| <i>Question</i> | What version of Infra SPIs is currently available and what upgrade plans do you have for the product, if any? |
| <i>Answer</i> | The latest version is Infra SPIs 11.1. Please check the IT Management Products page or otherwise check with your local HP sales representative or HP software business partner for the latest information. |
| <i>Question</i> | 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/hpssoftwaresupport/
- HP Technical Support: hp.com/go/hpssoftwaresupport/casemanager/submitcase

Question What are the hardware requirements to upgrade to Infra SPIs 11.1?

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 Infra SPIs 1.6x & 2.0x?

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 Infra SPIs 1.6x & 2.0x environment using in-house technical resources. Where do I get all the required software?

Answer All Infra SPIs 1.6x & 2.0x support customers can download Infra SPIs 11.1 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 the Infra SPIs 11.1.

Support contract related questions

Question What is the end of support date?

Answer The End of Support date for Infra SPIs 1.6x & 2.0x is March 31, 2015. 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 Infra SPIs 1.6x & 2.0x. HP will stop providing support for Infra SPIs 1.6x & 2.0x on March 31, 2015. Self-Help Support will continue to be available through March 31, 2015. Customers are encouraged to begin reviewing their business requirements for Infra SPIs 1.6x & 2.0x. 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 Infra SPIs 1.6x & 2.0x 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 Infra SPIs 11.1 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 Infra SPIs 1.6x & 2.0x to Infra SPIs 11.1, 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 Infra SPIs 1.6x & 2.0x to Infra SPIs 11.1, can I expect the same support pricing compared to Infra SPIs 1.6x & 2.0x?

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 the Infra SPIs 11.1?

Answer

Your local HP sales representative or HP software business partner can help you get this information.

For more information

For more information on Infra SPIs 11.1 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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