HP Software Integrated Archiving Platform (IAP) 2.1x, Email Archiving Software for Exchange (EAsE), and Email Archiving Software for Domino (EAsD) Obsolescence Announcement
Frequently Asked Questions

On September 1, 2013, HP announced the end of sale date and end of support dates for Integrated Archiving Platform (IAP) 2.1x, Email Archiving Software for Exchange (EAsE), and Email Archiving Software for Domino (EAsD).

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

Product related questions	
Question	When is HP discontinuing Integrated Archiving Platform (IAP) 2.1x, Email Archiving Software for Exchange (EAsE) and Email Archiving Software for Domino (EAsD)?
Answer	Effective September 1, 2013, HP is announcing the discontinuance of Integrated Archiving Platform (IAP) 2.1x, Email Archiving Software for Exchange (EAsE), and Email Archiving Software for Domino (EAsD). Current customers may continue to purchase additional licenses of Integrated Archiving Platform (IAP) 2.1x, Email Archiving Software for Exchange (EAsE), and Email Archiving Software for Domino (EAsD) until November 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 Integrated Archiving Platform (IAP) Version 2.1x, Email Archiving Software for Exchange (EAsE), and Email Archiving Software for Domino (EAsD)?
Answer	Integrated Archiving Platform (IAP) Version 2.1x, Email Archiving Software for Exchange (EAsE) and Email Archiving Software for Domino (EAsD) will continue to be available for purchase to current support customers through November 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 Integrated Archiving Platform (IAP) 2.1x, Email Archiving Software for Exchange (EAsE), and Email Archiving Software for Domino (EAsD).
Answer	Additional licenses may not be purchased for versions that are discontinued and past their end of sale date
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:
  www.hp.com/go/hpsoftwaresupport/
- HP Technical Support:
  www.hp.com/go/hpsoftwaresupport/casemanager/submitcase

Question	What are the hardware requirements needed once we have developed a plan along with our HP Autonomy Representatives?
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 Integrated Archiving Platform (IAP) 2.1x, Email Archiving Software for Exchange (EAsE), and Email Archiving Software for Domino (EAsD)?
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 Integrated Archiving Platform (IAP) 2.1x, Email Archiving Software for Exchange (EAsE), and Email Archiving Software for Domino (EAsD) environment using in-house technical resources. Where do I get all the required software?
Answer	All Integrated Archiving Platform (IAP) 2.1x, Email Archiving Software for Exchange (EAsE), and Email Archiving Software for Domino (EAsD) support customers can download products that your HP Representative assisted you with via 'My Updates'.
Question	Will HP offer a Integrated Archiving Platform (IAP) 2.1x, Email Archiving Software for Exchange (EAsE), and Email Archiving Software for Domino (EAsD purchase promotion?
Answer	Please work with HP Autonomy Representatives directly at: US +1 415 940 0349 APJ + 61 (0) 409 732 801 EMEA +44 (0) 2036 8409 28 or send an email to migrationpromotion@hp.com to develop your upgrade plan and pricing.

Support contract related questions

Question	What is the end of support date?
Answer	The End of Support date for Integrated Archiving Platform (IAP) 2.1x, Email Archiving Software for Exchange (EAsE), and Email Archiving Software for Domino (EAsD) is August 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 Integrated Archiving Platform (IAP) 2.1x, Email Archiving Software for Exchange (EAsE), and Email Archiving Software for Domino (EAsD). HP will stop providing support for Integrated Archiving Platform (IAP) 2.1x, Email Archiving Software for Exchange (EAsE), and Email Archiving Software for Domino (EAsD) on August 31, 2015. Customers are

encouraged to begin reviewing their business requirements for Integrated Archiving Platform (IAP) 2.1x, Email Archiving Software for Exchange (EAsE), and Email Archiving Software for Domino (EAsD). Customers are also encouraged to contact HP Autonomy Representatives directly at:
US +1 415 940 0349
APJ + 61 (0) 409 732 801
EMEA +44 (0) 2036 8409 28
or send an email to migrationpromotion@hp.com
for help in determining upgrade 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 Integrated Archiving Platform (IAP), Email Archiving Software for Exchange (EAsE), and Email Archiving Software for Domino (EAsD) 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	Contact HP Autonomy Representatives directly at: US +1 415 940 0349 APJ + 61 (0) 409 732 801 EMEA +44 (0) 2036 8409 28 or send an email to migrationpromotion@hp.com they can help provide information and assistance to enable to develop an upgrade plan.
Question	When I upgrade from Integrated Archiving Platform (IAP) 2.1x, Email Archiving Software for Exchange (EAsE), and Email Archiving Software for Domino (EAsD) to my developed upgrade plan, can I continue my existing support contracts until they expire?
Answer	Yes, you can continue using your existing Integrated Archiving Platform (IAP) 2.1x, Email Archiving Software for Exchange (EAsE), and Email Archiving Software for Domino (EAsD) support contracts until they expire.
Question	When I upgrade from Integrated Archiving Platform (IAP) 2.1x, Email Archiving Software for Exchange (EAsE), and Email Archiving Software for Domino (EAsD) to my developed upgrade plan, can I expect the same support pricing compared to Integrated Archiving Platform (IAP) 2.1x, Email Archiving Software for Exchange (EAsE), and Email Archiving Software for Domino (EAsD)?
Answer	Not necessarily. Each product support price is determined independently.
Question	What upgrade services are available to help me upgrade*?*
Answer	Contact HP Autonomy Representatives directly at: US +1 415 940 0349 APJ + 61 (0) 409 732 801 EMEA +44 (0) 2036 8409 28 or send an email to migrationpromotion@hp.com to develop your upgrade plan and pricing.they can can help you get this information.
Question	What educational training packages are available for the my developed upgrade plan*?*
Answer	Contact HP Autonomy Representatives directly at: US +1 415 940 0349 APJ + 61 (0) 409 732 801 EMEA +44 (0) 2036 8409 28

or send an email to migrationpromotion@hp.com they can can help you get this information.

For more information

For more information on developed upgrade plan you developed with your HP Autonomy Representive visit our worldwide website on the Internet at:
www.autonomy.com/ACAMigration