

HP Software Route Analytics Management Software Obsolescence Announcement

Frequently Asked Questions

On September 28, 2013 HP announced the end of sale date and end of support date for Route Analytics Management Software (HP RAMS).

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

Product related questions

<i>Question</i>	When is HP discontinuing HP RAMS?
<i>Answer</i>	Effective September 28, 2013, HP is announcing the discontinuance of HP RAMS. Current customers may continue to purchase additional licenses of HP RAMS until November 28, 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>	What product numbers are affected by this obsolescence?
<i>Answer</i>	All versions of HP RAMS will be obsoleted. 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 HP RAMS?
<i>Answer</i>	HP RAMS will continue to be available for purchase to current support customers through November 25, 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 HP RAMS? 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>	What version of HP RAMS is currently available and what upgrade plans do you have for the product, if any?
<i>Answer</i>	The latest version is HP RAMS 9.21. Please check www.hp.com/go/software 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?
<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/swupdatealerts

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

Support contract related questions

Question What is the end of support date?

Answer The End of Support date for HP RAMS is October 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 HP RAMS. HP will stop providing support for HP RAMS on October 31, 2016. Customers are encouraged to begin reviewing their business requirements for HP RAMS.

During this period until October 31, 2016, HP will continue to support RAMS customers, including support for bug fixes and patches to the current RAMS products.

If the customer needs additional product licenses or new features, HP will transition them to the original technology vendor, Packet Design for the product and support services.

Customers can also choose, at any time, to transition to Packet Design products and renew their maintenance contract with Packet Design.

Packet Design will honor HP customers' prior investments in RAMS product licenses.

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Support Inquiries

Email: rex-support@packetdesign.com

Website: <http://www.packetdesign.com>

Question If I am on a support contract, what will I be entitled to?

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Answer

You are entitled to receive support until October 31, 2016. During this period, HP will continue to support RAMS customers, including support for bug fixes and patches to the current RAMS products.

After that date, you have the option to avail support from Packet Design. Please contact Packet Design details.

For more information

For more information on HP RAMS 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/hpssoftwaresupport/

hp.com/go/hpssoftwaresupport/support-lifecycle

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