



HP Reference Information Storage System (RISS) 1.4.x/1.5.x/1.6.x, HP Reference Information Manager (RIM) for Microsoft® Exchange 1.4.x/1.5.x and HP Reference Information Manager (RIM) for Lotus Domino 1.4.x/1.5.x/1.6.x Version Obsolescence Announcement - Frequently Asked Questions

On June 1st, 2009, HP announced the version maturity and end of support date for HP RISS versions 1.4.x, 1.5.x, and 1.6.x, HP RIM for Microsoft® Exchange versions 1.4.x and 1.5.x and HP RIM for Lotus Domino versions 1.4.x, 1.5.x, and 1.6.x. This document provides you with answers to frequently asked questions regarding this announcement.

Product related questions

Question When is HP discontinuing HP RISS versions 1.4.x, 1.5.x, and 1.6.x, HP RIM for Microsoft® Exchange versions 1.4.x and 1.5.x and HP RIM for Lotus Domino versions 1.4.x, 1.5.x, and 1.6.x products?

Answer Effective June 1, 2009, HP is announcing discontinuance of HP RISS versions 1.4.x, 1.5.x, and 1.6.x, HP RIM for Microsoft® Exchange versions 1.4.x and 1.5.x and HP RIM for Lotus Domino versions 1.4.x, 1.5.x, and 1.6.x.

Question Why is HP discontinuing these HP RISS & RIM versions?

Answer As of November 2007, HP RISS & RIM became part of HP Software and Solutions division moving out of HP StorageWorks division. As such, HP is announcing the aforementioned end of support plans to align with HP Software and Solutions software obsolescence policy. Effective with the new release of HP Integrate Archive Platform (IAP) 2.0 (new name for HP RISS) and HP Email Archiving software (EAs) 2.0, HP is announcing the obsolescence of the older versions i.e. HP RISS versions 1.4.x, 1.5.x, and 1.6.x, HP RIM for Microsoft® Exchange versions 1.4.x and 1.5.x and HP RIM for Lotus Domino versions 1.4.x, 1.5.x, and 1.6.x. This is in accordance with the HP Software Supported Version Policy 4.2. 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 HP RISS versions 1.4.x, 1.5.x, and 1.6.x, HP RIM for Microsoft® Exchange versions 1.4.x and 1.5.x and HP RIM for Lotus Domino versions 1.4.x, 1.5.x, and 1.6.x?
Answer	HP RISS versions 1.4.x, 1.5.x, and 1.6.x, HP RIM for Microsoft® Exchange versions 1.4.x and 1.5.x and HP RIM for Lotus Domino versions 1.4.x, 1.5.x, and 1.6.x are older versions and not available for sale anymore. HP IAP 2.0 and EAs 2.0 provide significant benefits over the older versions. HP would urge you to consider buying the latest version available, to benefit from the new features.
Question	Can I still purchase additional licenses for HP RISS versions 1.4.x, 1.5.x, and 1.6.x, HP RIM for Microsoft® Exchange versions 1.4.x and 1.5.x and HP RIM for Lotus Domino versions 1.4.x, 1.5.x, and 1.6.x that are no longer covered by full support? If yes, how?
Answer	Additional licenses may not be purchased for versions that are discontinued and past their end of sale date.
Question	What version of HP RISS & HP RIM is currently available and what upgrade plans do you have for the product, if any?
Answer	The latest version of HP RISS is HP IAP version 2.0. Please check www.hp.com/go/software (Products -> Products A-Z -> Integrated Archive Platform) 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: <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
Question	What are the hardware requirements to upgrade to HP IAP version 2.0?
Answer	Please contact your local HP sales representative or HP software business partner for further assistance.
Question	Where can I find upgrade information for the HP IAP & HP EAs products?
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 received this communication, but I have already upgraded to HP IAP 2.0 & HP EAs 2.0. Do I need to do anything?
Answer	Some or all of your support contracts might not have been updated to reflect your upgrade to HP RISS 2.0 & HP RIM 2.0. Please get in touch with your local HP contract administration representative or your HP Software Services Integrator partner to have your support contracts updated.

Support contract related questions

Question What is the end of support date?

Answer The End of Support date for HP RISS versions 1.4.x, 1.5.x, and 1.6.x, HP RIM for Microsoft® Exchange versions 1.4.x and 1.5.x and HP RIM for Lotus Domino versions 1.4.x, 1.5.x, and 1.6.x is November 30th 2010. As of this date all customer support activities 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 RISS versions 1.4.x, 1.5.x, and 1.6.x, HP RIM for Microsoft® Exchange versions 1.4.x and 1.5.x and HP RIM for Lotus Domino versions 1.4.x, 1.5.x, and 1.6.x. HP will stop providing support for these products on November 30th 2010. Customers are encouraged to begin reviewing their business requirements for HP RISS & HP RIM. 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 HP RISS and HP RIM 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 are entitled to receive software licenses for the current solution versions: HP IAP version 2.0, HP EAs for Microsoft® Exchange 2.1 and/or HP EAs for Lotus Domino 2.0. Please get in touch with your HP sales representative or HP Software business partner to discuss the hardware and services cost associated with the upgrade. They can help provide information and assistance to enable your upgrade to be easy and successful.

Question When I upgrade the software licenses to HP IAP 2.0 & HP EAs 2.0, can I continue my existing support contracts until they expire?

Answer Yes, but your support contracts need to be updated as well. Please contact your local HP contract administration representative or HP Software Services Integrator (SVI) partner to get your support contract updated accordingly.

Question When I upgrade to HP IAP 2.0 & HP EAs 2.0, can I expect the same support pricing compared to HP RISS & HP RIM?

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.

For more information

For more information on HP IAP, HP EAs 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/hpsoftwaresupport/

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

© Copyright 2009 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

For more information, go to www.hp.com/go/software

06/2009. Printed in the U.S.

