

HP Software Release Control 9.1x End of Sale Announcement

Frequently Asked Questions

On July 1, 2014, HP announced the end of sale date for Release Control 9.1x. The End of Committed Support and End of Extended Support dates were previously communicated on Software Support Online.

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

Product related questions

<i>Question</i>	When is HP discontinuing sales for Release Control 9.1x?
<i>Answer</i>	Effective July 1, 2014, HP is announcing the End of Sale of Release Control 9.1x. Current customers may continue to purchase additional licenses of Release Control 9.1x until September 1, 2014. 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 sales for Release Control 9.1x?
<i>Answer</i>	Release Control 9.1x will reach End of Committed Support in the near future. For this reason, HP is discontinuing the sales of Release Control 9.1x. This is in accordance with the HP Software Supported Version Policy. 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 Release Control 9.1x?
<i>Answer</i>	Release Control 9.1x will continue to be available for purchase to current support customers through September 1, 2014. 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 Release Control 9.1x? 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 Release Control 9.2x?
<i>Answer</i>	No, you don't need new license keys for Release Control 9.2x.

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Question What version of Release Control is currently available and what upgrade plans do you have for the product, if any?

Answer The latest version is Release Control 9.2x. 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.

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

Question What are the hardware requirements to upgrade to Release Control 9.2x?

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 Release Control 9.1x?

Answer Your local HP sales representative or HP Software Business Partner can help you get this information.

Question I plan to upgrade my Release Control 9.1x environment using in-house technical resources. Where do I get all the required software?

Answer All Release Control 9.1x support customers can download Release Control 9.2x media via 'My Updates'.

Question What is the concurrent support time period

Answer There will be 6 months of concurrent support for getting upgraded to Release Control 9.2x.

Support contract related questions

Question What is the End of Committed Support date?

Answer The End of Committed Support date for Release Control 9.1x is December 31, 2014. This date was announced on [Software Support Online](#) on July 1 2012. As of this date all customer support activities for this version will cease, this includes:

- Security Rule updates
- Product upgrades

Question What is the End of Extended Support date?

Answer The End of Extended Support date for Release Control 9.1x is December 31, 2016. This date was announced on [Software Support Online](#) on July 1 2012. During the 2 year Extended Support period, you have access to existing patches,

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fixes and telephone support.

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 Release Control 9.1x. HP will stop providing support for Release Control 9.1x on December 31, 2014. Extended Support will continue to be available through December 31, 2016. Self-Help support will continue to be available through December 31, 2018. Customers are encouraged to begin reviewing their business requirements for Release Control 9.1x. 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 Release Control 9.1x 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 Release Control 9.2x 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 Release Control 9.1x to Release Control 9.2x, 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 Release Control 9.1x to Release Control 9.2x, can I expect the same support pricing compared to Release Control 9.1x?

Answer Not necessarily. Each product support price is determined independently. Please work with your HP representative to know the difference in support pricing, if any.

Question What educational training packages are available for the Release Control 9.1x?

Answer This product training is included in the SM240 Change Management course:

https://merc-training.cce.hp.com/main/training/course_details.cfm?ProductID=87&Course=0009705&sitepick=US

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For more information

For more information on Release Control 9.2x 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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