

HP Software HP Smart Plug-ins (SPIs) for Blackberry Enterprise Server Obsolescence Announcement

Frequently Asked Questions

On April 1, 2014, HP announced the end of sale date and end of support dates for HP Smart Plug-ins (SPIs) for Blackberry Enterprise Server.

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

Product related questions

<i>Question</i>	When is HP discontinuing HP Smart Plug-ins (SPIs) for Blackberry Enterprise Server?
<i>Answer</i>	Effective April 1, 2014, HP is announcing the discontinuance of HP Smart Plug-ins (SPIs) for Blackberry Enterprise Server. Current customers may continue to purchase additional licenses of HP Smart Plug-ins (SPIs) for Blackberry Enterprise Server until June 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>	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 HP Smart Plug-ins (SPIs) for Blackberry Enterprise Server?
<i>Answer</i>	HP Smart Plug-ins (SPIs) for Blackberry Enterprise Server will continue to be available for purchase to current support customers through June 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 HP Smart Plug-ins (SPIs) for Blackberry Enterprise Server 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>	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

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April 2014



- 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

Support contract related questions

Question What is the end of support date?

Answer The End of Support date for HP Smart Plug-ins (SPIs) for Blackberry Enterprise Server is May 31, 2017. 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 Smart Plug-ins (SPIs) for Blackberry Enterprise Server. HP will stop providing support for HP Smart Plug-ins (SPIs) for Blackberry Enterprise Server on May 31, 2017. Customers are encouraged to begin reviewing their business requirements for HP Smart Plug-ins (SPIs) for Blackberry Enterprise Server. 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. You may also contact NiCE IT Management Solutions GmbH directly for license purchase or support at support@nice.de.

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 Smart Plug-ins (SPIs) for Blackberry Enterprise Server for which no defect fixing is done anymore, can I pay for a fix to be implemented on my request?

Answer Please contact NiCe IT Management Solutions GmbH directly at support@nice.de.

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 Smart Plug-ins (SPIs) for Blackberry Enterprise Server and HP Software services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:

hp.com/go/software
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April 2014

