



Obsolescence announcement

Frequently Asked Questions

HP UCA-EBC V1.0 and HP UCA-EBC V2.0

<i>Question</i>	<i>When is HP discontinuing HP UCA-EBC V1.0?</i>
<i>Answer</i>	HP has discontinued HP UCA-EBC V1.0 on July 14, 2013 (Release date of UCA-EBC V3.0). Existing customers have been informed by their local sales representative about the End of Support Date (effective on August 31, 2014).
<i>Question</i>	<i>When is HP discontinuing HP UCA-EBC V2.0?</i>
<i>Answer</i>	Effective May 31 st 2014, HP is discontinuing HP UCA-EBC V2.0. Existing customers have been informed by their local sales representative about the End of Support Date (effective on May 31, 2016).
<i>Question</i>	What versions of HP UCA-EBC are currently available?
<i>Answer</i>	On May 31 st 2014, HP UCA-EBC V3.0 and HP UCA-EBC V3.1 are available. Please double-check with your local CMS Sales representative if a more recent version is available.
<i>Question</i>	Why is HP discontinuing <i>HP UCA-EBC V1.0 and HP UCA-EBC V2.0?</i>
<i>Answer</i>	This is in accordance with the HP CMS Software Support policy version 1.1.6.
<i>Question</i>	What product numbers are affected?
<i>Answer</i>	No product numbers are affected. Same UCA-EBC product is valid whatever the minor release supported.
<i>Question</i>	Whom can I contact if I have more questions with regards to this product discontinuance?
<i>Answer</i>	Please contact your Local CMS Sales representative.
<i>Question</i>	What are the hardware requirements to migrate from UCA-EBC V1.0 or UCA-EBC V2.0 to UCA-EBC V3.1?
<i>Answer</i>	Please review the appropriate Release Notes, Installation Guide, and/or Migration Guide or otherwise contact your local HP CMS Sales representative for further assistance.
<i>Question</i>	Where can I find migration information for UCA-EBC V1.0 or V2.0?
<i>Answer</i>	Your local HP CMS sales representative can help you get this information.
<i>Question</i>	I plan to migrate my HP UCA environment using in-house technical resources. Where do I get all the required software?
<i>Answer</i>	You can request the HP UCA-EBC V3.1 media by contacting your local HP CMS sales representative
<i>Question</i>	I received this communication but I have already migrated my UCA-EBC solution. Do I need to do anything?
<i>Answer</i>	No, nothing more.
<i>Question</i>	What is the end of support date of UCA-EBC V1.0?
<i>Answer</i>	“Standard support” of UCA-EBC V1.0 will end on August 31, 2014 As of these dates all customer support activities will cease, this includes: <ul style="list-style-type: none">•Telephone support•Product upgrades and migrations
<i>Question</i>	What is the end of support date of UCA-EBC V2.0?
	“Standard support” of UCA-EBC V2.0 will end on May 31, 2016

	As of these dates all customer support activities will cease, this includes: <ul style="list-style-type: none"> •Telephone support •Product upgrades and migrations
<i>Question</i>	Are there any other key dates I need to be aware of?
<i>Answer</i>	Support extensions can be proposed under specific conditions, please contact your local CMS sales representative.
<i>Question</i>	What are my discontinuance options?
<i>Answer</i>	Customers are encouraged to contact their local HP CMS sales representative for help in determining migration options that meet their business needs.
<i>Question</i>	Can I get a support contract for technical support only, without having to pay for upgrades?
<i>Answer</i>	No, support contracts include both technical support and software updates.
<i>Question</i>	Should there be a defect with a version of UCA-EBC V1.0 or UCA-EBC V2.0 for which no defect fixing is done anymore, can I pay for a fix to be implemented on my request?
<i>Answer</i>	HP may choose to offer defect fixes at a premium price, depending on available resources.
<i>Question</i>	If I am on a support contract, what will I be entitled to?
<i>Answer</i>	You should have received a notification from your local HP CMS sales and support representatives who can help provide information and assistance to enable your upgrade to be easy and successful.
<i>Question</i>	When I migrate from HP UCA-EBC V1.0 or UCA-EBC V2.0 to latest UCA-EBC release, can I continue my existing support contract until they expire?
<i>Answer</i>	Yes. There is no impact on the support contract for this release upgrade.
<i>Question</i>	When I migrate from HP UCA-EBC V1.0 or UCA-EBC V2.0 to latest UCA-EBC release, can I expect the same support pricing compared to my version?
<i>Answer</i>	There is no support pricing change for UCA-EBC "Core "and UCA-EBC "Problem Detection". Of course, UCA-EBC Graph DB is a new and optional product which is not free of charge for UCA-EBC V1.0 and V2.0 customers migrating to UCA-EBC last version.
<i>Question</i>	What migration services are available to help me migrate?
<i>Answer</i>	HP CMS Solution Services can provide migration assistance as a services engagement. In addition, the product provides documentation for the migration process.

For more information please contact you HP CMS Sales representative.

If you do not have a current HP CMS Sales representative, please contact HP TeMIP Product Management (temip-product-management@hp.com).

Respectfully,

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