

# HP Assessment Management Platform Obsolescence Announcement

## Frequently Asked Questions

On September 1, 2014, HP announced the end of sale date and end of support dates for HP Assessment Management Platform.

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

Product related questions	
<i>Question</i>	When is HP discontinuing HP Assessment Management Platform?
<i>Answer</i>	Effective September 1, 2014, HP is announcing the discontinuance of HP Assessment Management Platform. Current customers may continue to purchase additional licenses of HP Assessment Management Platform until November 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 HP Assessment Management Platform?
<i>Answer</i>	Effective with the new release of HP WebInspect Enterprise, HP is announcing the obsolescence of HP Assessment Management Platform. This is in accordance with the HP Enterprise Security Products Support Policy 1.1. Definitions of terms are documented in the <a href="#">HP Enterprise Security Products Support Policy Guidelines</a> .
<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 Assessment Management Platform?
<i>Answer</i>	HP Assessment Management Platform will continue to be available for purchase to current support customers through November 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 Assessment Management Platform? If yes, how?
<i>Answer</i>	Additional licenses may not be purchased for products that are discontinued and past their end of sale date.
<i>Question</i>	Do I need to request new license keys when upgrading to HP WebInspect Enterprise?
<i>Answer</i>	Yes, you need new license keys for HP WebInspect Enterprise. Please contact your HP sales representative to initiate a support contract update, if it is not

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already done. Once the support contract is updated, you will be able to obtain the HP WebInspect Enterprise license keys from [My Updates](#). For Enterprise License Agreement (ELA) customers, use Software Activation Website (SAW) to request HP WebInspect Enterprise license keys.

**Question** What version of HP WebInspect Enterprise is currently available and what upgrade plans do you have for the product, if any?

**Answer** The latest version of HP WebInspect Enterprise is 10.20. Please check [hp.com/go/software](http://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](http://h20229.www2.hp.com/buy/index.html)
- Web Self Solve: [hp.com/go/hpsoftwaresupport/](http://hp.com/go/hpsoftwaresupport/)
- HP Technical Support: [hp.com/go/hpsoftwaresupport/casemanager/submitcase](http://hp.com/go/hpsoftwaresupport/casemanager/submitcase)

**Question** What are the hardware requirements to upgrade to HP WebInspect Enterprise?

**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 HP WebInspect Enterprise?

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

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

**Answer** All HP Assessment Management Platform support customers can download the HP WebInspect Enterprise media via [My Updates](#) once your support contract is updated.

**Question** What is the concurrent support time period

**Answer** There will be 6 months of concurrent support for migrating to HP WebInspect Enterprise.

## Support contract related questions

**Question** What is the end of support date?

**Answer** The End of Support date for HP Assessment Management Platform 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

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<i>Question</i>	Are there any other key dates I need to be aware of?
<i>Answer</i>	Please see Customer Letter page 1 for key dates.
<i>Question</i>	What are my discontinuance options?
<i>Answer</i>	Customers have the option to continue using HP Assessment Management Platform. HP will stop providing support for HP Assessment Management Platform on October 31, 2016. Self-Help Support will continue to be available through October 31, 2018. Customers are encouraged to begin reviewing their business requirements for HP Assessment Management Platform. 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.
<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 HP Assessment Management Platform 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 letter or electronic notification from HP to inform you about the availability of HP WebInspect Enterprise 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.
<i>Question</i>	When I upgrade from HP Assessment Management Platform to HP WebInspect Enterprise, can I continue my existing support contracts until they expire?
<i>Answer</i>	Yes, your support contract will be updated automatically at the next renewal time. However, if you choose to migrate prior to that, please contact your local HP contract administration representative or HP Software Services Integrator (SVI) partner to get your support contract updated accordingly.
<i>Question</i>	When I upgrade from HP Assessment Management Platform to HP WebInspect Enterprise, can I expect the same support pricing compared to HP Assessment Management Platform?
<i>Answer</i>	Not necessarily. Each product support price is determined independently. Please work with your HP representative to know the difference in support pricing, if any.
<i>Question</i>	What migration services are available to help me upgrade?
<i>Answer</i>	Your local HP sales representative or HP software business partner can help you get this information.
<i>Question</i>	What educational training packages are available for HP WebInspect Enterprise?

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*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 WebInspect Enterprise and HP Software services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:

[hp.com/go/software](http://hp.com/go/software)

[hp.com/go/hpsoftwaresupport/](http://hp.com/go/hpsoftwaresupport/)

[hp.com/go/hpsoftwaresupport/support-lifecycle](http://hp.com/go/hpsoftwaresupport/support-lifecycle)

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