

HP Anywhere 9.0x & 9.1x End of Sale Announcement

Frequently Asked Questions

On September 1, 2014, HP announced the end of sale date for HP Anywhere 9.0x & 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 HP Anywhere 9.0x & 9.1x?
<i>Answer</i>	Effective September 1, 2014, HP is announcing the End of Sale of HP Anywhere 9.0x & 9.1x. Current customers may continue to purchase additional licenses of HP Anywhere 9.0x & 9.1x 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 sales for HP Anywhere 9.0x & 9.1x?
<i>Answer</i>	HP Anywhere 9.0x & 9.1x will reach End of Committed Support in the near future. Due to this reason, HP is discontinuing the sales of HP Anywhere 9.0x & 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 HP Anywhere 9.0x & 9.1x?
<i>Answer</i>	HP Anywhere 9.0x & 9.1x 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 Anywhere 9.0x & 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 HP Anywhere 10.1x?
<i>Answer</i>	Please note that HP Anywhere 10.x provides advanced capabilities that were not part of HP Anywhere 9.0x or 9.1x. This being the case, in order to use HP Anywhere 10.x with mobile applications other than the HP Software provided ones, you would need to buy HP Anywhere 10.x licenses. However, if you are using HP Anywhere 10.x only with HP Software provided mobile applications, you will not need any licenses for HP Anywhere 10.x. Based on the HP Software

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mobile application you are using, you will be able to download the HP Anywhere 10.x software from the My Updates portal as part of the media kit for that HP Software application. If you face any issues related to obtaining the HP Anywhere 10.1x media, they can contact the HP Anywhere team at hpa_cfrd@hp.com.

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

Answer The latest version is HP Anywhere 10.1x. Please check 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 HP Anywhere 10.1x?

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 Anywhere 10.1x?

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

Question What is the concurrent support time period

Answer There will be 6 months of concurrent support.

Support contract related questions

Question What is the End of Committed Support date?

Answer The End of Committed Support date for HP Anywhere 9.0x is January 31, 2015 and HP Anywhere 9.1x is September 30, 2015. This date was announced on [Software Support Online](#) in 2012. As of this date 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 HP Anywhere 9.0x is January 31, 2017 and HP Anywhere 9.1x is September 30, 2017. This date was announced on [Software Support Online](#) in 2012. During the 2 year Extended Support period, you have access to existing patches, fixes and telephone support.

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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 Anywhere 9.0x & 9.1x. HP will stop providing support for these versions as mentioned above. Self-Help support will continue to be available for two additional years after the end of extended support. Customers are encouraged to begin reviewing their business requirements for HP Anywhere 9.0x & 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.
<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 Anywhere 9.0x & 9.1x 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>	When I upgrade from HP Anywhere 9.0x & 9.1x to HP Anywhere 10.1x, can I continue my existing support contracts until they expire?
<i>Answer</i>	Yes, you can continue using your existing support contracts until they expire. However, HP Anywhere 10.x uses advanced capabilities and you would need to purchase HP Anywhere 10 licenses if you plan to use it with non-HP Software applications. At that time, your support contract will have to be either updated or a new support contract will have to be created.
<i>Question</i>	When I upgrade from HP Anywhere 9.0x & 9.1x to HP Anywhere 10.1x, can I expect the same support pricing compared to HP Anywhere 9.0x & 9.1x?
<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 Anywhere 10.1x?
<i>Answer</i>	Your local HP sales representative or HP software business partner can help you get this information.

For more information

For more information on HP Anywhere 10.x and HP Software services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:

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hp.com/go/swupdatealerts



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

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