

HP TRIM 7.2x Obsolescence Announcement

Frequently Asked Questions

On September 1, 2014, HP announced the end of sale date and end of support dates for HP TRIM 7.2x. This document provides answers to frequently asked questions regarding this announcement.

Product related questions

<i>Question</i>	When is HP discontinuing HP TRIM 7.2x?
<i>Answer</i>	Effective September 1, 2014, HP is announcing the discontinuance of HP TRIM 7.2x. Current customers may continue to purchase additional licenses of HP TRIM 7.2x. 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 TRIM 7.2x?
<i>Answer</i>	Effective with the new release of HP Records Manager 8.0x & 8.1x, HP is announcing the obsolescence of older versions of HP TRIM. This is in accordance with the HP Software Supported Version Policy 4.4. 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 TRIM 7.2x?
<i>Answer</i>	HP TRIM 7.2x 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 TRIM 7.2x 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 TRIM 7.3x or HP Records Manager 8.0x or 8.1x?
<i>Answer</i>	You don't need new license keys if you are upgrading to HP TRIM 7.3x or HP Records Manager 8.0x. However, if you are upgrading to HP Records Manager 8.1x, you will need new license keys. Please contact your HP Sales Representative to initiate the support contract update in order to obtain the new license keys for HP Records Manager 8.1x.
<i>Question</i>	What version of HP TRIM is currently available and what upgrade plans do you have for the product, if any?

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Answer The latest version is HP Records Manager 8.1x. This is the new release of the same product, but with a new name. 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/hpsupportsupport/
- HP Technical Support: hp.com/go/hpsupportsupport/casemanager/submitcase

Question What are the hardware requirements to upgrade to HP TRIM 7.3x or HP Records Manager 8.0x or 8.1x?

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 TRIM 7.2x?

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

Question I plan to upgrade my HP TRIM 7.2x environment using in-house technical resources. Where do I get all the required software?

Answer All HP TRIM 7.2x support customers can download HP TRIM 7.3x or HP Records Manager 8.0x media via 'My Updates'. However, if you are upgrading to HP Records Manager 8.1x, please contact your HP Sales Representative to initiate the support contract update. Once the support contract is updated, you will be able to obtain the HP Records Manager 8.1x media and license keys via 'My Updates'.

Support contract related questions

Question What is the end of support date?

Answer The End of Support date for HP TRIM 7.2x is August 31, 2016. 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 TRIM 7.2x. HP will stop providing support for HP TRIM 7.2x on August 31, 2016 Self-Help Support will continue to be available through August 31, 2018. Customers are encouraged to begin reviewing their business requirements for HP TRIM 7.2x. Customers are also encouraged to contact their local HP Sales Representative or HP Software Business Partner for help in determining upgrade options that meet your

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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 TRIM 7.2x 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 TRIM 7.3x or HP Records Manager 8.0x or 8.1x 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 TRIM 7.2x to HP TRIM 7.3x or HP Records Manager 8.0x or 8.1x, 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 if you are upgrading to HP TRIM 7.3x or HP Records Manager 8.0x. However, if you are upgrading to HP Records Manager 8.1x, you would need to request a contract update.
<i>Question</i>	When I upgrade from HP TRIM 7.2 to HP TRIM 7.3x or HP Records Manager 8.0x or 8.1x, can I expect the same support pricing compared to HP TRIM 7.2x?
<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 the HP TRIM 7.3x or HP Records Manager 8.0x or 8.1x?
<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 TRIM 7.3x or HP Records Manager 8.0x or 8.1x 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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