

# HP Software License Infrastructure Manager Obsolescence Announcement

## Frequently Asked Questions

On September 1, 2014, HP announced the end of sale date and end of support dates for License Infrastructure Manager.

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

### Product related questions

<i>Question</i>	When is HP discontinuing License Infrastructure Manager?
<i>Answer</i>	Effective September 1, 2014, HP is announcing the discontinuance of License Infrastructure Manager. Current customers may continue to purchase additional licenses of License Infrastructure Manager 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>	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 License Infrastructure Manager?
<i>Answer</i>	License Infrastructure Manager 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 License Infrastructure Manager? 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>	Is the LIM functionality available in any other HP products?
<i>Answer</i>	Yes, the LIM will now be available as a part of the installation package for WebInspect 10.20 and newer.
<i>Question</i>	Who can I contact if I have more questions with regards to this product discontinuance?

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*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/hpssoftwaresupport/](http://hp.com/go/hpssoftwaresupport/)
- HP Technical Support: [hp.com/go/hpssoftwaresupport/casemanager/submitcase](http://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 License Infrastructure Manager 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 License Infrastructure Manager. HP will stop providing support for License Infrastructure Manager on August 31, 2016.

*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 License Infrastructure Manager for which no defect fixing is done anymore, can I pay for a fix to be implemented on my request?

*Answer*

HP may choose to offer defect fixes at a premium price, depending on available resources.

## For more information

For more information on 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)

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