

HP SOA Systinet 3.2x & 4.0x Obsolescence Announcement

Frequently Asked Questions

On September 9, 2014, HP announced the end of sale date and end of support dates for HP SOA Systinet 3.2x & 4.0x.

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

Product related questions

<i>Question</i>	When is HP discontinuing HP SOA Systinet 3.2x & 4.0x?
<i>Answer</i>	Effective September 9, 2014, HP is announcing the version discontinuance of HP SOA Systinet 3.2x & 4.0x. Current customers may continue to purchase additional licenses of HP SOA Systinet 3.2x & 4.0x until December 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 SOA Systinet 3.2x & 4.0x?
<i>Answer</i>	With the release of HP SOA Systinet 4.1x, HP is discontinuing the older versions of this product. 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 SOA Systinet 3.2x & 4.0x?
<i>Answer</i>	HP SOA Systinet 3.2x & 4.0x will continue to be available for purchase to current support customers through December 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 SOA Systinet 3.2x & 4.0x? 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 new license keys when updating to HP SOA Systinet 4.1x?
<i>Answer</i>	Yes, you need new license keys when updating to HP SOA Systinet 4.1x. You can download the new version's media and the license keys from My Updates .
<i>Question</i>	Who can I contact if I have more questions with regards to this product discontinuance?
<i>Answer</i>	You have several options available to you: <ul style="list-style-type: none">• 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

<i>Question</i>	What are the hardware requirements to update to HP SOA Systinet 4.1x?
<i>Answer</i>	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.
<i>Question</i>	Where can I find upgrade information for HP SOA Systinet 4.1x?
<i>Answer</i>	Your local HP sales representative or HP Software Business Partner can help you get this information.
<i>Question</i>	I plan to upgrade my HP SOA Systinet environment using in-house technical resources. Where do I get all the required software?
<i>Answer</i>	All HP SOA Systinet support customers can download the HP SOA Systinet 4.1x media via My Updates .
<i>Question</i>	What is the concurrent support time period
<i>Answer</i>	There will be 6 months of concurrent support while updating to HP SOA Systinet 4.1x.
Support contract related questions	
<i>Question</i>	What is the end of support date?
<i>Answer</i>	The End of Support date for HP SOA Systinet 3.2x is August 31, 2015. The End of Committed Support date for HP SOA Systinet 4.0x is November 30, 2014. The End of Extended Support for HP SOA Systinet 4.0x is November 30, 2016. As of this date all customer support activities for this version will cease, this includes: <ul style="list-style-type: none"> • Telephone support • Security Rule updates • Product upgrades
<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 SOA Systinet 3.2x & 4.0x. HP will stop providing support for these versions as listed above. Customers are encouraged to begin reviewing their business requirements for HP SOA Systinet 3.2x & 4.0x. 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 SOA Systinet 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?

Answer You should have received a letter or electronic notification from HP to inform you about the availability of HP SOA Systinet 4.1x 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.

Question When I update from HP SOA Systinet 3.2x & 4.0x to HP SOA Systinet 4.1x, can I continue my existing support contracts until they expire?

Answer Yes, your support contract will be updated automatically at the next renewal time.

Question When I upgrade from HP SOA Systinet 3.2x & 4.0x to HP SOA Systinet 4.1x, can I expect the same support pricing compared to HP SOA Systinet 3.2x & 4.0x?

Answer Not necessarily. Each product support price is determined independently. Please work with your HP representative to know the difference in support pricing, if any.

Question What migration services are available to help me upgrade?

Your local HP sales representative or HP software business partner can help you get this information

Question What educational training packages are available for HP SOA Systinet 4.1x?

Your local Software Education specialist can help understand what training packages are available for you. Please email your local contact for more information

Americas - [HP Software Education AMS](#)

Asia Pacific - [HP Software Education AP](#)

Japan - [HP Software Education Japan](#)

Europe, Middle East and Africa - [HP Software Education EMEA](#)

For more information

For more information on HP SOA Systinet 4.1x 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/hpssoftwaresupport/

hp.com/go/hpssoftwaresupport/support-lifecycle

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