Discontinuance Announcement

Frequently Asked Questions

HP OpenCall Service Controller Product
(HP OCSC)

Question	When is HP discontinuing HP OpenCall Service Controller (OCSC) product?
Answer	HP is discontinuing HP OpenCall Service Controller (OCSC) product on March 31st 2015. It means that March 31st, 2015 is the Last Order Date for HP OCSC product new deployments, new platforms
Question	What are the exact versions of HP OCSC that are discontinued?
Answer	The discontinued product embeds the following components and versions, running on HP-UX 11iv3, and HP integrity servers: – Service Execution Platform (SEP) version 6.x – Service Creation Environment (SCE) version 6.x – Service Management Platform (SMP) version 5.x – License Server (LS) version 1.x All other versions of these components are already discontinued, and may even be already end of support.
Question	What is the HP replacement product for OCSC?
Answer	HP OpenCall Convergent Communication platform (OCCP) is the replacement product of OCSC, on which more information can be found at http://www8.hp.com/us/en/industries/index.html.
Question	Until when OCSC licenses are orderable?
	– Licenses for new deployments / new platforms of OCSC can be ordered until March 31st 2015 – Licenses for capacity extensions needing additional server licenses are available until March 31th 2015 – Licenses for capacity upgrades (TPS etc.) not needing additional server licenses, may remain available until end of support.
Question	What is the End-of-Support date of OCSC?
Answer	Support after the end of sales date is ensured as per the terms and conditions as described in your support contract. The standard conditions should allow product support until March 2020. This is conditional to several T&C, please contact your sales or support representative.
Question	As a customer, I am running already discontinued or end of support versions of OCSC; may I migrate onto latest versions of OCSC to benefit from HP support?
Answer	This may be possible, and depends on your support contract T&C. Upgrade licenses may be chargeable, as well as migration project, and there are dependencies on the underlying HW/OS.

For more information please contact you HP Sales representative.

Respectfully,
Martine Caisso
Product Manager
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