- HP WebInspect 7.5x, 8.x, 9.x, 10.0x, 10.1x & 10.2x
- HP WebInspect Enterprise 9.3x, 10.0x, 10.1x & 10.2x
- HP WebInspect Enterprise Build to Order Starter Edition Suite 2012.09, 2013.06, 2013.09 & 2014.04

Obsolescence Announcement

Frequently Asked Questions

On May 1, 2015, HP announced the <<end of sale date / and end of support dates for:

- WebInspect 7.5x, 8.x, 9.x, 10.0x, 10.1x & 10.2x

- WebInspect Enterprise 9.3x, 10.0x, 10.1x, 10.2x

- WebInspect Enterprise Build to Order Starter Edition Suite 2012.09, 2013.06, 2013.09, 2014.04

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

Product related questions	
Question	When is HP discontinuing WebInspect 7.5x, 8.x, 9.x, 10.0x, 10.1x & 10.2x, WebInspect Enterprise 9.3x, 10.0x, 10.1x & 10.2x and WebInspect Enterprise Build to Order Starter Edition Suite 2012.09, 2013.06, 2013.09, 2014.04?
Answer	Effective May 1, 2015, HP is announcing the discontinuance of WebInspect 7.5x, 8.x, 9.x, 10.0x, 10.1x & 10.2x, WebInspect Enterprise 9.3x, 10.0x, 10.1x & 10.2x and WebInspect Enterprise Build to Order Starter Edition Suite 2012.09, 2013.06, 2013.09, 2014.04. Current customers may continue to purchase additional licenses of WebInspect 7.5x, 8.x, 9.x, 10.0x, 10.1x & 10.2x, WebInspect Enterprise 9.3x, 10.0x, 10.1x & 10.2x and WebInspect Enterprise Build to Order Starter Edition Suite 2012.09, 2013.06, 2013.09, 2014.04 until July 1, 2015. As of this date, the product will be removed from HP's Corporate Price List and will no longer be orderable.
Question	Why is HP discontinuing WebInspect 7.5x, 8.x, 9.x, 10.0x, 10.1x & 10.2x, WebInspect Enterprise 9.3x, 10.0x, 10.1x & 10.2x and WebInspect Enterprise Build to Order Starter Edition Suite 2012.09, 2013.06, 2013.09 & 2014.04?
Answer	Effective with the new release of WebInspect 10.4x, WebInspect 10.4x and WebInspect Enterprise Build to Order Starter Edition Suite 2015.04, HP is announcing the obsolescence of WebInspect 7.5x, 8.x, 9.x, 10.0x, 10.1x & 10.2x, WebInspect Enterprise 9.3x, 10.0x, 10.1x & 10.2x and WebInspect Enterprise Build to Order Starter Edition Suite 2012.09, 2013.06, 2013.09, 2014.04. This is in accordance with the HP Enterprise Security Products Support Policy 1.1. Definitions of terms are documented in the HP Enterprise Security Products Support Policy Guidelines.

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Question	What product numbers are affected by this obsolescence?
Answer	Please refer to Appendix B in the customer letter for the list of affected product numbers.
Question	When is the last date I can order WebInspect 7.5x, 8.x, 9.x, 10.0x, 10.1x & 10.2x, WebInspect Enterprise 9.3x, 10.0x, 10.1x & 10.2x and WebInspect Enterprise Build to Order Starter Edition Suite 2012.09, 2013.06, 2013.09, 2014.04?
Answer	WebInspect 7.5x, 8.x, 9.x, 10.0x, 10.1x & 10.2x, WebInspect Enterprise 9.3x, 10.0x, 10.1x & 10.2x and WebInspect Enterprise Build to Order Starter Edition Suite 2012.09, 2013.06, 2013.09, 2014.04 will continue to be available for purchase to current support customers through July 1, 2015. As of that date, you will no longer be able to purchase additional licenses of the product.
Question	Can I still purchase additional licenses WebInspect 7.5x, 8.x, 9.x, 10.0x, 10.1x & 10.2x, WebInspect Enterprise 9.3x, 10.0x, 10.1x & 10.2x and WebInspect Enterprise Build to Order Starter Edition Suite 2012.09, 2013.06, 2013.09, 2014.04? If yes, how?
Answer	Additional licenses may not be purchased for versions that are discontinued and past their end of sale date.
Question	Do I need to request new license keys when upgrading to WebInspect 10.4x?
Answer	No, you don't need new license keys for WebInspect 10.4x, WebInspect 10.4x and WebInspect Enterprise Build to Order Starter Edition Suite 2015.04.
Question	What version of WebInspect is currently available and what update plans do you have for the product, if any?
Answer	The latest version is WebInspect 10.4x. 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/hpsoftwaresupport/ • HP Technical Support: hp.com/go/hpsoftwaresupport/casemanager/submitcase
Question	What are the hardware requirements to update to WebInspect 10.4x?
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 update information for WebInspect 10.4x?
Answer	Your local HP sales representative or HP Software Business Partner can help you get this information.
Question	I plan to update my WebInspect 7.5x, 8.x, 9.x, 10.0x, 10.1x & 10.2x, WebInspect Enterprise 9.3x, 10.0x, 10.1x & 10.2x and WebInspect Enterprise Build to Order Starter Edition Suite 2012.09, 2013.06, 2013.09, 2014.04 environment using in-

Answer	All WebInspect 7.5x, 8.x, 9.x, 10.0x, 10.1x & 10.2x, WebInspect Enterprise 9.3x, 10.0x, 10.1x & 10.2x and WebInspect Enterprise Build to Order Starter Edition Suite 2012.09, 2013.06, 2013.09, 2014.04 support customers can download the WebInspect 10.4x media via My Updates once your support contract is updated.
Question	What is the concurrent support time period?
Answer	There will be 6 months of concurrent support for getting updated to WebInspect 10.4x, WebInspect 10.4x and WebInspect Enterprise Build to Order Starter Edition Suite 2015.04.

Support contract related questions

Question	What is the end of support date?
Answer	The End of Support date for WebInspect 7.5x, 8.x, 9.x, 10.0x & 10.1x, WebInspect Enterprise 9.3x, 10.0x &10.1x and WebInspect Enterprise Build to Order Starter Edition Suite 2012.09, 2013.06 & 2013.09 is October 31, 2015. The End of Support date for WebInspect 10.2x, WebInspect Enterprise 10.2x and and WebInspect Enterprise Build to Order Starter Edition Suite 2014.04 is March 31, 2016. As of this date all customer support activities for this version will cease, this includes: • Telephone support • Security Rule updates • Product updates
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 WebInspect 7.5x, 8.x, 9.x, 10.0x, 10.1x & 10.2x, WebInspect Enterprise 9.3x, 10.0x, 10.1x & 10.2x and WebInspect Enterprise Build to Order Starter Edition Suite 2012.09, 2013.06, 2013.09 & 2014.04. HP will stop providing support for WebInspect 7.5x, 8.x, 9.x, 10.0x & 10.1x, WebInspect Enterprise 9.3x, 10.0x &10.1x and WebInspect Enterprise Build to Order Starter Edition Suite 2012.09, 2013.06 & 2013.09 on October 31, 2015. Self-Help Support will continue to be available through October 31, 2017. HP will stop providing support for WebInspect 10.2x, WebInspect Enterprise 10.2x and WebInspect Enterprise Build to Order Starter Edition Suite 2014.04 on March 31, 2016. Self-Help Support will continue to be available through March 31, 2018. Customers are encouraged to begin reviewing their business requirements for WebInspect 7.5x, 8.x, 9.x, 10.0x, 10.1x & 10.2x, WebInspect Enterprise 9.3x, 10.0x,10.1x & 10.2x and WebInspect Enterprise Build to Order Starter Edition Suite 2012.09, 2013.06, 2013.09 & 2014.04. 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.
Question	Can I get a support contract for technical support only, without having to pay for updates?
Answer	No, support contracts include both technical support and software updates.

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Question	Should there be a defect with a version of WebInspect 7.5x, 8.x, 9.x, 10.0x, 10.1x & 10.2x, WebInspect Enterprise 9.3x, 10.0x,10.1x & 10.2x 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.
Question	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 WebInspect 10.4x 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 update to be easy and successful.
Question	When I update from WebInspect 7.5x, 8.x, 9.x, 10.0x, 10.1x & 10.2x, WebInspect Enterprise 9.3x, 10.x, 10.1x & 10.2x and WebInspect Enterprise Build to Order Starter Edition Suite 2012.09, 2013.06, 2013.09 & 2014.04 to WebInspect 10.4x, 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 update from WebInspect 7.5x, 8.x, 9.x, 10.0x, 10.1x & 10.2x, WebInspect Enterprise 9.3x, 10.x, 10.1x & 10.2x and WebInspect Enterprise Build to Order Starter Edition Suite 2012.09, 2013.06, 2013.09 & 2014.04 to WebInspect 10.4x, can I expect the same support pricing compared to WebInspect 7.5x, 8.x, 9.x, 10.0x, 10.1x & 10.2x, WebInspect Enterprise 9.3x, 10.x, 10.1x & 10.2x and WebInspect Enterprise Build to Order Starter Edition Suite 2012.09, 2013.06, 2013.09 & 2014.04?
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 update?
Answer	Your local HP sales representative or HP software business partner can help you get this information.
Question	What educational training packages are available for WebInspect 10.4x, WebInspect Enterprise 10.4x and WebInspect Enterprise Build to Order Starter Edition Suite 2015.04?
Answer	Your local Software Education specialist can help understand what training packages are available for you. Please email your local contact for more information. Choose according the product / region the program is for and remove whats not needed. **ITOM / ADM / ITM Education / ART** 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 **Arcsight, Fortify, Tipping Point, Atalla** HP Software Security

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For more information

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

hp.com/go/software
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