HP Network Security Processor (NSP) Software SKU Obsolescence Announcement

Frequently Asked Questions

On May 1, 2015, HP announced the End of Sale and End of Support dates for NSP software delivered via physical media.

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

Product related questions	
Question	When is HP discontinuing NSP software delivered via physical media?
Answer	Effective May 1, 2015, HP is announcing the discontinuance of NSP software delivered via physical media. Current customers may continue to purchase additional licenses of NSP software delivered via physical media until June 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 NSP software delivered via physical media
Answer	This SKU transition is designed to allow customers to obtain NSP software in a more streamlined manner for new orders using the HP electronic software delivery system. There will be no impact to the terms of active support contracts for NSP software other than the automatic replacement with the new SKU numbers at time of renewal. The change should be largely transparent to customers..
Question	What product numbers are affected by this obsolescence?
Answer	Please refer to the associated Customer Letter for the list of affected SKU numbers.
Question	When is the last date I can order NSP software delivered via physical media?
Answer	NSP software delivered via physical media will continue to be available for purchase to current support customers through June 1, 2015. As of that date, you will no longer be able to purchase additional licenses of the product.
Question	Can I still purchase NSP software delivered via physical media? If yes, how?
Answer	Additional software may be purchased at any time, but orders beginning on June 1, 2015 will need to use the new SKU numbers and the software will be delivered electronically.

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Question	Do I need to request new license keys for my current NSP software?
Answer	No.

Question	What are the hardware requirements to upgrade to the new NSP electronic software delivery
Answer	There are no hardware upgrades required.
Question	Who can I contact if I have more questions with regards to this product discontinuance?
Answer	Please contact the HP Atalla Support team at atalla.support@hp.com

Support contract related questions	
Question	What is the end of support date?
Answer	The End of Support date for NSP software delivered via physical media is January 31, 2016. The replacement SKUs will continue to be supported with no end of support date published at this time.
Question	Are there any other key dates I need to be aware of?
Answer	Please see Customer Letter page 1 for key dates.
Question	If I am on a support contract, what will I be entitled to?
Answer	You will continue to receive the same level of service you currently have for NSP software. There will be no changes to your existing levels of support.
Question	Once the new SKUs are added to my support contract can I continue my existing support contract until it expires?
Answer	Yes.

For more information

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