

HP Software SiteScope 11.1x End of Sale Announcement

Frequently Asked Questions

On July 1, 2015, HP announced the End of Sale date for SiteScope 11.1x. The End of Committed Support (*EOCS) and End of Extended Support (*EOES) dates were previously communicated on Software Support Online.

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

Product related questions

Question When is HP discontinuing sales for SiteScope 11.1x?

Answer Effective July 1, 2015, HP is announcing the End of Sale of SiteScope 11.1x. Current Customers may continue to purchase additional licenses of SiteScope 11.1x until September 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 sales for SiteScope 11.1x?

Answer SiteScope 11.1x will reach EOCS date in the near future. For this reason, HP is discontinuing the sales of SiteScope 11.1x. This is in accordance with the HP Software Supported Version Policy. Definitions of terms are documented in the [HP Software product version obsolescence guidelines](#).

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 SiteScope 11.1x?

Answer SiteScope 11.1x will continue to be available for purchase to current support customers through September 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 for SiteScope 11.1x? 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 SiteScope 11.3x?

Answer Yes, you have to request new license keys for SiteScope 11.3x. Please note that the SiteScope license and product structure has changed with version 11.3x. Existing customers that own "Points" based SKUs must complete their product license exchange and contract update first before upgrading to version 11.3x. Please contact your HP Support Renewal Sales Representative to initiate the

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support contract update. Once the contract update is completed, you can return to "My Updates" portal and click on the "Get Licensing" tab to obtain the new key(s).

For Enterprise License Agreement (ELA) customers, use Software Activation Website (SAW) to request SiteScope 11.3x license keys

Question What version of SiteScope is currently available and what update plans do you have for the product, if any?

Answer The latest version is SiteScope 11.3x. Please check www.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/hpssoftwaresupport/
- HP Technical Support: hp.com/go/hpssoftwaresupport/casemanager/submitcase

Question What are the hardware requirements to update to SiteScope 11.1x?

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 SiteScope 11.1x?

Answer Your local HP sales representative or HP Software Business Partner can help you get this information.

Question I plan to update my SiteScope 11.1x environment using in-house technical resources. Where do I get all the required software?

Answer All SiteScope 11.1x support customers can download SiteScope 11.3x media via 'My Updates'.

Question What is the concurrent support time period?

Answer There will be 6 months of concurrent support for getting migrated to the SiteScope 11.3x.

Support contract related questions

Question What is the EOCS date?

Answer The EOCS date for SiteScope 11.1x is September 30, 2015. This date was announced on [Software Support Online](#) on July 01, 2012. As of this date customer support activities for this version will cease, this includes:

- Security Rule updates
- Product updates

Question What is the EOES date?

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Answer The EOES date for SiteScope 11.1x is September 30, 2017. This date was announced on [Software Support Online](#) on July 01, 2012. During the 2 year Extended Support period, you have access to existing patches, fixes and telephone support.

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 SiteScope 11.1x. HP will stop providing support for SiteScope 11.1x on September 30, 2015. Extended Support will continue to be available through September 30, 2017. Self-Help Support with Rights to New Versions support will continue to be available through September 30, 2021. Customers are encouraged to begin reviewing their business requirements for SiteScope 11.1x. 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.

Question Should there be a defect with a version of SiteScope 11.1x 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 SiteScope 11.3x 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 / migrate to be easy and successful.

Question When I update from SiteScope 11.1x to SiteScope 11.3x, 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 SiteScope 11.1x to SiteScope 11.3x, can I expect the same support pricing compared to SiteScope 11.1x?

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 the SiteScope 11.3x?

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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](#)

Autonomy / IM

[HP Software Autonomy IM](#)

Vertica

[HP Software Vertica](#)

For more information

For more information on SiteScope 11.3x 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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