

HP Medical Archive Solution Obsolescence Announcement

Frequently Asked Questions

On June 15, 2015, HP announced the end of sale date and end of support dates for HP Medical Archive Solution (MAS).

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

Product related questions

Question When is HP discontinuing MAS?

Answer Effective June 15, 2015, HP is announcing the discontinuance of MAS. Current customers may continue to purchase additional licenses of MAS until February 1, 2016. As of this date, the product will be removed from HP's Corporate Price List and will no longer be orderable.

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 MAS?

Answer MAS will continue to be available for purchase to current support customers through February 1, 2016. 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 MAS? If yes, how?

Answer Additional licenses may not be purchased for versions that are discontinued and past their end of sale date.

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

Support contract related questions

Question What is the end of support date?

Answer The End of Support date for MAS is April 30, 2018. As of this date all customer

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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 MAS. HP will stop providing support for MAS on April 30, 2018. Customers are encouraged to begin reviewing their business requirements for MAS. 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 MAS 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.

For more information

For more information on 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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