



- HP IDOL 10, versions prior to 10.10

Obsolescence Announcement

Frequently Asked Questions

On 1 July 2015, HP announced the end of support of versions of IDOL 10 prior to version 10.10.

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

Product related questions

<i>Question</i>	When is HP announcing end of support for prior versions of IDOL 10?
<i>Answer</i>	Effective July 1, 2015, HP announces end of support for all versions of IDOL 10 in accordance with the “End of support” section in the HP Software Support Foundation data sheet: Navigate to: http://www.autonomy.com/work/services/customer-support Then click: HP Software Support Foundation Data Sheet
<i>Question</i>	Why is HP discontinuing prior versions of IDOL 10?
<i>Answer</i>	In accordance with the “End of support” section in the HP Software Support Foundation data sheet: Navigate to: http://www.autonomy.com/work/services/customer-support Then click: HP Software Support Foundation Data Sheet. all previous versions of IDOL 10 are now superseded.
<i>Question</i>	When is the last date I can order IDOL 10?
<i>Answer</i>	IDOL 10 is not being discontinued. You can continue to order IDOL 10 as before.
<i>Question</i>	Do I need to request new license keys when upgrading to more recent versions of IDOL?
<i>Answer</i>	No, all valid licenses will continue to work.
<i>Question</i>	What is the upgrade procedure?
<i>Answer</i>	See the product manual for your installed components for details on all upgrade procedures.
<i>Question</i>	What are the hardware requirements to upgrade to the current IDOL 10 release?
<i>Answer</i>	Hardware requirements are unchanged.

Support contract related questions

Question What is the end of support date?

Answer Please see customer letter for key dates

Question Can I continue to use older versions of the software after the end of support date?

Answer If you have a perpetual license, you are entitled to use you existing version of IDOL 10 indefinitely. However, you will not be able to receive support on this installation after the end of support date until you upgrade to a current supported version.

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 IDOL 10 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. There is no obligation on HP to provide this.

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.