

HP Anywhere 10.0x & 10.1x End of Sale Announcement

Frequently Asked Questions

On July 01, 2015, HP announced the End of Sale date for HP Anywhere 10.0x & 10.1x. The End of Committed Support (*EOCS), 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 HP Anywhere 10.0x & 10.1x?

Answer Effective July 01, 2015 HP is announcing the End of Sale of HP Anywhere 10.0x & 10.1x. Current Customers may continue to purchase additional licenses of HP Anywhere 10.0x & 10.1x until Sep 01, 2015. As of this date, the product will be removed from HP's Corporate Price List and will no longer be orderable.

Question When is HP discontinuing sales for HP Anywhere 10.0x & 10.1x, how will that effect HPSW Mini-Apps (PPM, ALM, BSM, SM, Executive Scorecard, etc.) support?

Answer The support for HP Anywhere 10.0x & 10.1x as a standalone Mobile Application Development Platform is being discontinued as specified in this document.
HP Anywhere for the use of HP Software portfolio mobile access, will continue to be supported according to the release cycles of the core product lines.
For specific plans and timelines regarding MiniApps support – please refer to the relevant Product Line Manager.

Question Why is HP discontinuing sales for HP Anywhere 10.0x & 10.1x?

Answer HP Anywhere 10.0x & 10.1x will reach EOCS date in the near future. For this reason, HP is discontinuing the sales of HP Anywhere 10.0x & 10.1x. 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 HP Anywhere 10.0x & 10.1x?

Answer HP Anywhere 10.0x & 10.1x will continue to be available for purchase to current support customers through Sep 01, 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 HP Anywhere 10.0x & 10.1x? If yes, how?

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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 EOCS date?

Answer End of Committed Support for HP Anywhere 10.0x is Apr 30, 2016
End of Support for HP Anywhere 10.1x is Nov 30, 2018
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?

Answer End of Extended Support for HP Anywhere 10.0x is Apr 30, 2018
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 HP Anywhere 10.0x & 10.1x.
HP will stop providing Committed support for HP Anywhere 10.0x on Apr 30, 2016. Extended Support will continue to be available for HP Anywhere 10.0x through Apr 30, 2018.
HP will stop providing Support for HP Anywhere 10.1x on Nov 30, 2018
Customers are encouraged to begin reviewing their business requirements for HP Anywhere 10.0x & 10.1x. 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 HP Anywhere 10.0x & 10.1x for which no defect fixing is done anymore, can I pay for a fix to be implemented on my request?

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Answer

HP may choose to offer defect fixes at a premium price, depending on available resources.

For more information

For more information on HP Anywhere 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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