

# HP Network Virtualization Appliances and Legacy Shunra Appliances Obsolescence Announcement

## Frequently Asked Questions

On July 1, 2015, HP announced the end of sale date and end of support dates for HP Network Virtualization appliances and legacy Shunra appliances.

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

### Product related questions

*Question* When is HP discontinuing HP Network Virtualization appliances and legacy Shunra appliances

*Answer* Effective December 1, 2015, HP Network Virtualization and legacy Shunra appliances will be discontinued

*Question* Why is HP discontinuing HP Network Virtualization and legacy Shunra appliances?

*Answer* There is no hardware upgrade or replacement, but there may be a software solution available. Please contact your channel partner or HP account team.

*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* Who can I contact if I have more questions with regards to these products or support for these products?

*Answer* You have several options available to you:

- Contact your local HP sales representative or your local HP software business partner. Contact information can be found at [www.hp.com/go/nv](http://www.hp.com/go/nv) under the 'Contact Us' section.
- Web Self Solve: [hp.com/go/hpsoftwaresupport/](http://hp.com/go/hpsoftwaresupport/)
- HP Technical Support: [hp.com/go/hpsoftwaresupport/casemanager/submitcase](http://hp.com/go/hpsoftwaresupport/casemanager/submitcase)

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## Support contract related questions

<i>Question</i>	What is the end of support date?
<i>Answer</i>	The End of Support date for HP Network Virtualization appliances and legacy Shunra appliances is December 31, 2017. As of this date all customer support activities for this version will cease, this includes: <ul style="list-style-type: none"><li>• Telephone support</li><li>• Security Rule updates</li><li>• Product upgrades</li></ul>
<i>Question</i>	Are there any other key dates I need to be aware of?
<i>Answer</i>	Please see Customer Letter page 1 for key dates.
<i>Question</i>	What are my discontinuance options?
<i>Answer</i>	Customers have the option to continue using HP Network Virtualization appliances and legacy Shunra appliances; however, HP will stop providing support for HP Network Virtualization appliances and legacy Shunra appliances on December 31, 2017. Customers are encouraged to begin reviewing their business requirements for HP Network Virtualization appliances and legacy Shunra appliances. 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.
<i>Question</i>	Can I get a support contract for technical support only, without having to pay for upgrades?
<i>Answer</i>	No, support contracts include both technical support and software updates.
<i>Question</i>	Should there be a defect with a version of HP Network Virtualization appliances and legacy Shunra appliances for which no defect fixing is done anymore, can I pay for a fix to be implemented on my request?
<i>Answer</i>	HP may choose to offer defect fixes at a premium price, depending on available resources.
<i>Question</i>	If I am on a support contract, what will I be entitled to?
<i>Answer</i>	Your local HP Sales and Support Representatives or your HP Software Business Partner can help provide information and assistance to enable your possible migration to be easy and successful.

## For more information

For more information on HP WebInspect Enterprise and HP Software services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:.

[hp.com/go/software](http://hp.com/go/software)  
[hp.com/go/hpssoftwaresupport/](http://hp.com/go/hpssoftwaresupport/)  
[hp.com/go/hpssoftwaresupport/support-lifecycle](http://hp.com/go/hpssoftwaresupport/support-lifecycle)

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