

HP Software SOA Registry Foundation 6.5x & 6.6x Obsolescence Announcement

Frequently Asked Questions

On August 1, 2015, HP announced the end of sale date and end of support dates for SOA Registry Foundation 6.5x & 6.6x.

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

Product related questions

Question When is HP discontinuing SOA Registry Foundation 6.5x & 6.6x?

Answer Effective August 1, 2015, HP is announcing the discontinuance of SOA Registry Foundation 6.5x & 6.6x. Current customers may continue to purchase additional licenses of SOA Registry Foundation 6.5x & 6.6x until September 30, 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 SOA Registry Foundation 6.5x & 6.6x?

Answer Effective with the new release of SOA Registry 10.0x, HP is announcing the obsolescence of the older versions of SOA Registry Foundation. This is in accordance with the HP Software Supported Version Policy 5. 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 SOA Registry Foundation 6.5x & 6.6x?

Answer SOA Registry Foundation 6.5x & 6.6x will continue to be available for purchase to current support customers through September 30, 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 SOA Registry Foundation 6.5x & 6.6x? If yes, how?

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

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

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August 1, 2015



Answer The latest version is SOA Registry 10.0x. Please check 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 SOA Registry 10.0x?

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 SOA Registry Foundation 6.5x & 6.6x?

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

Question I plan to update my SOA Registry Foundation 6.5x & 6.6x environment using in-house technical resources. Where do I get all the required software?

Answer All SOA Registry Foundation 6.5x & 6.6x support customers can download SOA Registry 10.0x media via 'My Updates'. Please note that your support contract needs to be updated. HP SOA Registry version 10.0x has a different product structure (compared to prior versions). Customers updating to 10.0x version will have to get their support contract updated before obtaining the license keys and the media for the new version

Question What is the concurrent support time period?

Answer There will be 6 months of concurrent support for getting migrated to the SOA Registry 10.0x.

Support contract related questions

Question What is the end of support date for?

Answer The End of Support date for SOA Registry Foundation 6.5x is September 30, 2015, as this version is under the version-based obsolescence policy. As of this date all customer support activities for this version will cease, this includes:

- Telephone support
- Security Rule updates
- Product updates

The End of Committed Support date for SOA Registry Foundation 6.6x is September 30, 2015, as this version is under the time-based obsolescence policy. The September 30, 2015 date was announced on [Software Support Online](#) on October 1, 2012. As of this date customer support activities for this version will cease, this includes:

- Security Rule updates

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- Product updates

Question What is the End of Extended Support date for SOA Registry Foundation 6.6x?

Answer The End of Extended Support date for SOA Registry Foundation 6.6x is September 30, 2017. The June 30, 2017 date was announced on [Software Support Online](#) on October 1, 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 for SOA Registry Foundation 6.5x?

Answer Customers have the option to continue using SOA Registry Foundation 6.5x. HP will stop providing support for SOA Registry Foundation 6.5x on September 30, 2015. Self-Help Support will continue to be available through September 30, 2017. Customers are encouraged to begin reviewing their business requirements for SOA Registry Foundation 6.5x. 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 What are my discontinuance options for SOA Registry Foundation 6.6x?

Answer Customers have the option to continue using SOA Registry Foundation 6.6x. HP will stop providing support for SOA Registry Foundation 6.6x on September 30, 2015. Extended Support will continue to be available through September 30, 2017. Self-Help Support with Rights to New Versions will continue to be available through September 30, 2021. Customers are encouraged to begin reviewing their business requirements for SOA Registry Foundation 6.6x. 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 SOA Registry Foundation 6.5x & 6.6x 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 SOA Registry 10.0x 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 to be easy and successful.

Question When I update from SOA Registry Foundation 6.5x & 6.6x to SOA Registry 10.0x, can I continue my existing support contracts until they expire?

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Answer Yes, but your support contracts need to be updated as well. While these SOA Registry Foundation 6.5x & 6.6x versions may continue to meet your immediate needs, HP recommends that all customers update to SOA Registry 10.0x. HP SOA Registry version 10.0x has a different product structure (compared to prior versions). Customers updating to 10.0x version will have to get their support contract updated before obtaining the license keys and the media for the new version.

Please contact your local HP renewal sales representative or HP business partner to initiate a contract update.

Question When I update from SOA Registry Foundation 6.5x & 6.6x to SOA Registry 10.0x, can I expect the same support pricing compared to SOA Registry Foundation 6.5x & 6.6x?

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 SOA Registry 10.0x?

Answer Your local Software Education specialist can help understand what training packages are available for you. Please email your local contact for more information.

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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](#)

For more information

For more information on SOA Registry 10.0x 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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August 1, 2015

