

Shunra Network Virtualization Desktop / Shunra Network Virtualization Mobile / HP Network Capture Suite product obsolescence

HP Network Virtualization for Mobile 8.5x End of Sale

(Referencing as NV for Network Virtualization in the below)

Frequently Asked Questions

On Sep 01, 2015, HP announced the End of Sale dates for HP NV for Mobile 8.5x and End of Support dates for Shunra NV Desktop 7.0x, Shunra NV Mobile 7.0x and HP Network Capture Suite. The End of Support dates for HP NV for Mobile 8.5x were previously announced on SSO portal on April 29, 2014

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

Product related questions

Question When is HP obsoleting Shunra NV Desktop 7.0x, Shunra NV Mobile 7.0x, HP Network Capture Suite and set End of Sale date HP NV for Mobile 8.5x?

Answer Effective Sep 01, 2015, HP is announcing the obsolescence of Shunra NV Desktop 7.0x, Shunra NV Mobile 7.0x, HP Network Capture Suite and the End of Sale for HP NV for Mobile 8.5x. Current customers may continue to purchase additional licenses of for HP NV for Mobile 8.5x and HP Network Capture Suite until Nov 01, 2015. As of this date, the product will be removed from HP's Corporate Price List and will no longer be orderable. Shunra NV Desktop 7.0x & Shunra NV Mobile 7.0x are migration only SKU's and cannot be ordered at all

Question Why is HP obsoleting for Shunra NV Desktop 7.0x, Shunra NV Mobile 7.0x and HP Network Capture Suite and set End of Sale date to HP NV for Mobile 8.5x.?

Answer Effective with the new release of HP NV for Mobile 9.0x., HP is announcing the obsolescence of the older versions of Shunra NV Desktop, Shunra NV Mobile and HP Network Capture Suite and set End of Sale date to HP NV for Mobile 8.5x. This is in accordance with the HP Software Supported Version Policy 5. Definitions of terms are documented at <https://softwaresupport.hp.com/web/softwaresupport/obsolescence-migrations>

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 NV for Mobile 8.5x and HP Network Capture Suite?

Answer HP NV for Mobile 8.5x and HP Network Capture Suite will continue to be available for purchase to current support customers through Nov 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 NV for Mobile 8.5x and HP Network Capture Suite? 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 Do I need to request new license keys for HP NV for Mobile 9.0x and HP NW Capture Server Instance?

Answer Yes, if you are migrating from

H7R09AAE	Shunra SNV Desktop Ed 10 CC User E-LTU*
H7R10AAE	Shunra NV Desktop Edition 5 CC E-LTU*

to

A7X72AAE	HP NV Mb Fltg 1 CC Test SW E-LTU Mig 1
M3E66AAE	HP NW Capture Server Inst Compl SW E-LTU

or from

H7R11AAE	Shunra NV Desktop Edition 1 CC E-LTU*
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to

A7X72AAE	HP NV Mb Fltg 1 CC Test SW E-LTU Mig 1
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you have to request new license keys for HP NV for Mobile 9.0x. No new key required for the HP NW Capture product. The Entitlement Order Number for NV for Mobile entitles you for the HP NW Capture products as well.

Yes, if you are migrating from

H7R12AAE	Shunra NV Mobile 5 CC Test E-LTU
H7R13AAE	Shunra NV Mobile Single CC Test E-LTU
H7R14AAE	Shunra NV Mobile Standalone E-LTU
H7T26AAE	HP NV Mbl 1 Flt Inst 1 CC Test SW E-LTU
H7T27AAE	HP NV Mbl 1 Flt Inst 10 CC Test SW E-LTU
H7P57AAE	NV Mobile Concurrent Test for 1 Node Locked Instance
H7S52AAE	HP Network Capture Suite

to

A7X72AAE	HP NV Mb 1 Fltg Test Mig SW E-LTU
A7X73AAE	HP NV Mb 1 Test NL Inst Mig SW E-LTU
H7V83AAE	HP NV Mb Fltg Inst for Servers SW E-LTU
M3E66AAE	HP NW Capture Server Instance
H7V73AAE	HP NV Mb CC Test 1 NL Inst SW E-LTU

you have to request new license keys even you remain on version 8.5x or use version 9.0x of HP NV for Mobile.

You will find the details to obtain the new license key in the License Exchange Completion Notification which will be send to you once the Lincense Exchange is completed.

For Enterprise License Agreement (ELA) customers, use Software Activation Website (SAW) to request HP NV for Mobile 9.0x license keys.

Question What version of Shunra NV Desktop, Shunra NV Mobile, HP Network Capture Suite amd HP NV for Mobile is currently available and what migration plans do you have for the product, if any?

Answer Shunra NV Desktop, Shunra NV Mobile, HP Network Capture Suite are no longer supported. The latest version is HP NV for Mobile 9.0x. Please check hp.com/go/software or otherwise check with your local HP sales representative or HP software business partner for the latest information.

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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 migrate to HP NV for Mobile 9.0x?

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 migration information for Shunra NV Desktop, Shunra NV Mobile, HP Network Capture Suite and HP NV for Mobile 8.5x?

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

Question I plan to migrate my Shunra NV Desktop 7.0x, Shunra NV Mobile 7.0x, HP Network Capture Suite and HP NV for Mobile 8.5x environment using in-house technical resources. Where do I get all the required software?

Answer All Shunra NV Desktop, Shunra NV Mobile, HP Network Capture Suite and HP NV for Mobile 8.5x support customers can download HP NV for Mobile 9.0x / HP NW Capture Server Instance media via 'My Updates'.

Question What is the concurrent support time period

Answer There will be 6 months of concurrent support for getting the license exchange completed to the HP NV for Mobile 9.0x / HP NW Capture Server Instance.

Support contract related questions

Question What are the end of (committed) support date?

Answer The End of Support date for:

Shunra NV Desktop 7.0x is Dec 31, 2016
Shunra NV Mobile 7.0x is Dec 31, 2016
HP Network Capture Suite is Dec 31, 2016

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 HP NV for Mobile 8.5x. is April 30, 2018. This date was announced on [Software Support Online](#) on April 29, 2014. As of this date customer support activities for this version will cease, this includes:

- Security Rule updates
- Product upgrades

Question What is the End of Extended Support date?

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Answer The End of Extended Support date for HP NV for Mobile 8.5x is April 30, 2020. This date was announced on [Software Support Online](#) on April 29, 2014. 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 Shunra NV Desktop 7.0x, Shunra NV Mobile 7.0x, HP Network Capture Suite and HP NV for Mobile 8.5x.

HP will stop providing support for
Shunra NV Desktop 7.0x on Dec 31, 2016
Shunra NV Mobile 7.0x on Dec 31, 2016
HP Network Capture Suite on Dec 31, 2016

Self-Help Support will continue to be available through
for Shunra NV Desktop 7.0x Dec 31, 2018
for Shunra NV Mobile 7.0x Dec 31, 2018
HP Network Capture Suite Dec 31, 2018

HP will stop providing Committed support for HP NV for Mobile 8.5x on Apr 30, 2018. Extended Support will continue to be available through Apr 30, 2020. End of Self-Help Support with Rights to New Versions will continue to be available through Apr 30, 2024.

Customers are encouraged to begin reviewing their business requirements for Shunra NV Desktop 7.0x, Shunra NV Mobile 7.0x, HP Network Capture Suite and HP NV for Mobile 8.5x. 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 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 Shunra NV Desktop, Shunra NV Mobile, HP Network Capture Suite and HP NV for Mobile 8.5x 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 HP NV for Mobile 9.0x / HP NW Capture Server Instance 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 migration to be easy and successful.

Question When I migrate from Shunra NV Desktop, Shunra NV Mobile, HP Network Capture Suite and HP NV for Mobile 8.5x to HP NV for Mobile 9.0x / HP NW Capture Server Instance, 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. Please contact your local HP contract administration representative or HP Software Services Integrator (SVI) partner to get your support contract updated accordingly.

Question When I migrate from Shunra NV Desktop, Shunra NV Mobile, HP Network Capture Suite and HP NV for Mobile 8.5x to HP NV for Mobile 9.0x / HP NW Capture Server Instance, can I expect the same support pricing compared to Shunra NV Desktop, Shunra NV Mobile, HP Network Capture Suite and HP NV for Mobile 8.5x?

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 migrate to HP NV for Mobile 9.0x / HP NW Capture Server Instance?

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 HP NV for Mobile 9.0x / HP NW Capture Server Instance?

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](#)

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For more information

For more information on HP Network Virtualization for Mobile 9.0x / HP NW Capture Server Instance and HP Software services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:

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hp.com/go/hpsoftwaresupport/
hp.com/go/hpsoftwaresupport/support-lifecycle

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