



# Shunra NetworkCatcher

## Obsolescence Announcement

### Frequently Asked Questions

On December 01, 2015, Hewlett Packard Enterprise announced the End of Support for Shunra NetworkCatcher.

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

#### PRODUCT RELATED QUESTIONS

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<b>Question</b>	When is HPE obsoleting Shunra NetworkCatcher?
<b>Answer</b>	Effective December 01, 2015, HPE is announcing the End of Support of Shunra NetworkCatcher.
<b>Question</b>	Why is HPE obsoleting Shunra NetworkCatcher?
<b>Answer</b>	Effective with the new release of HP Network Capture Server, HPE is announcing the obsolescence of the older versions of Shunra NetworkCatcher. This is in accordance with our Release & Support Policy. Definitions of terms are documented in the <a href="#">product version obsolescence guidelines</a> .
<b>Question</b>	What product numbers are affected by this obsolescence?
<b>Answer</b>	Please refer to Appendix B in the customer letter for the list of affected product numbers.
<b>Question</b>	Do I need to request new license keys when migrating to HP Network Capture Server?
<b>Answer</b>	<b>Direction for claiming keys for HP Network Capture Server</b> Your existing Shunra NetworkCatcher key will continue to work, but the migration Entitlement Order Number provided in the migration completion notification can be used to get a new key from the HPSW licensing portal if needed.  For Enterprise License Agreement (ELA) customers, use Software Activation Website (SAW) to request HP Network Capture Server license keys.
<b>Question</b>	What version of HP Network Capture Server is currently available and what migration plans do you have for the product, if any?
<b>Answer</b>	The latest version is HP Network Capture Server. Please check <a href="http://hp.com/go/software">hp.com/go/software</a> or otherwise check with your local HPE sales representative or HPE business partner for the latest information.

<b>Question</b>	Who can I contact if I have more questions with regards to this product obsolescence?
<b>Answer</b>	You have several options available to you: Contact your local HPE sales representative or your local HPE business partner: <a href="http://hpe.com/software/home">hpe.com/software/home</a> Web Self Solve: <a href="http://hpe.com/software/support">hpe.com/software/support</a> HPE Technical Support: <a href="http://hpe.com/software/support">hpe.com/software/support</a> (click on Support Contact & Community → Contact Us → Phone)
<b>Question</b>	What are the hardware requirements to migrate to HP Network Capture Server?
<b>Answer</b>	Hardware requirements will vary depending on your operating system, please review the appropriate System Requirements and Compatibility Matrix document or contact your local HPE sales representative or HPE business partner for further assistance.
<b>Question</b>	Where can I find migration information for HP Network Capture Server?
<b>Answer</b>	Your local HPE sales representative or HPE business partner can help you get this information.
<b>Question</b>	I plan to migrate my Shunra NetworkCatcher environment using in-house technical resources. Where do I get all the required software?
<b>Answer</b>	All Shunra NetworkCatcher support customers can download HP Network Capture Server media via 'My Updates'.
<b>Question</b>	What is the concurrent support time period?
<b>Answer</b>	There will be 6 months of concurrent support for migrating to HP Network Capture Server.

## SUPPORT CONTRACT RELATED QUESTIONS

<b>Question</b>	What is the End of Support date?
<b>Answer</b>	The End of Support date for Shunra NetworkCatcher is Mar 31, 2018. As of this date, 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 updates</li> </ul>
<b>Question</b>	Are there any other key dates I need to be aware of?
<b>Answer</b>	Please see customer letter, page 1, for key dates.
<b>Question</b>	What are my discontinuance options?
<b>Answer</b>	Customers have the option to continue using Shunra NetworkCatcher. HPE will stop providing support for Shunra NetworkCatcher on Mar 31, 2018. Self-Help Support will continue to be available through Mar 31, 2020. Customers are encouraged to begin reviewing their business requirements for Shunra NetworkCatcher. You are also encouraged to contact your local HPE sales representative or HPE business partner for help in determining migration options that meet your business needs.
<b>Question</b>	Can I get a support contract for technical support only, without having to pay for updates?
<b>Answer</b>	No, support contracts include both technical support and software updates.

<b>Question</b>	Should there be a defect with a version of Shunra NetworkCatcher for which no defect fixing is done anymore, can I pay for a fix to be implemented on my request?
<b>Answer</b>	HPE may choose to offer defect fixes at a premium price, depending on available resources.
<b>Question</b>	If I am on a support contract, what will I be entitled to?
<b>Answer</b>	You should have received a letter or electronic notification from HPE to inform you about the availability of HP Network Capture Server for support customers, what license(s) you were entitled to under your support contract and how to sign up for it. Your local HPE sales and support representatives or your HPE business partner can help provide information and assistance to enable your migration to be easy and successful.
<b>Question</b>	When I migrate from Shunra NetworkCatcher to HP Network Capture Server, can I continue my existing support contracts until they expire?
<b>Answer</b>	Yes, but your support contracts need to be updated as well. Please contact your local HPE contract administration representative or HPE services integrator (SVI) partner to get your support contract updated accordingly.
<b>Question</b>	When I migrate from Shunra NetworkCatcher to HP Network Capture Server, can I expect the same support pricing compared to Shunra NetworkCatcher?
<b>Answer</b>	Not necessarily. Each product support price is determined independently. Please work with your HPE representative to know the difference in support pricing, if any.
<b>Question</b>	What migration services are available to help me migrate?
<b>Answer</b>	Your local HPE sales representative or HPE business partner can help you get this information
<b>Question</b>	What educational/training packages are available for the HP Network Capture Server?
<b>Answer</b>	Your local HPE education specialist can help understand what training packages are available for you. Please email your local contact for more information Americas - <a href="#">HPE Education AMS</a> Asia Pacific - <a href="#">HPE Education AP</a> Japan - <a href="#">HPE Education Japan</a> Europe, Middle East and Africa - <a href="#">HPE Education EMEA</a>

For more information on HP Network Capture Server and HPE services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:

[hpe.com/software/home](http://hpe.com/software/home)

[hpe.com/software/support](http://hpe.com/software/support)

[hpe.com/software/support-lifecycle](http://hpe.com/software/support-lifecycle)