



HP USLAM V1.0, V2.0, V3.0, V4.0 Obsolescence

<i>Question</i>	<i>When is HP discontinuing HP USLAM V1.0 ?</i>
<i>Answer</i>	Effective 01-Aug-2015, HP is discontinuing <i>HP USLAM V1.0</i> . Existing customers have been informed by their local sales representative about the End of Support Date (effective on 30-Sept-2015) As of these dates all customer support activities will cease, this includes: <ul style="list-style-type: none">•Telephone support•Product upgrades and migrations
<i>Question</i>	<i>When is HP discontinuing HP USLAM V2.0 ?</i>
<i>Answer</i>	Effective 01-Aug-2015, HP is discontinuing <i>HP USLAM V2.0</i> . Existing customers have been informed by their local sales representative about the End of Support Date (effective on 31-Jul-2016) As of these dates all customer support activities will cease, this includes: <ul style="list-style-type: none">•Telephone support•Product upgrades and migrations
<i>Question</i>	<i>When is HP discontinuing HP USLAM V3.0 ?</i>
<i>Answer</i>	Effective 01-Aug-2015, HP is discontinuing <i>HP USLAM V3.0</i> . Existing customers have been informed by their local sales representative about the End of Support Date (effective on 30-Sept-2016) As of these dates all customer support activities will cease, this includes: <ul style="list-style-type: none">•Telephone support•Product upgrades and migrations
<i>Question</i>	<i>When is HP discontinuing HP USLAM V4.0 ?</i>
<i>Answer</i>	Effective 01-Aug-2015, HP is discontinuing <i>HP USLAM V4.0</i> . Existing customers have been informed by their local sales representative about the End of Support Date (effective on 31-Aug-2017) As of these dates all customer support activities will cease, this includes: <ul style="list-style-type: none">•Telephone support•Product upgrades and migrations
<i>Question</i>	<i>What versions of HP USLAM are currently available?</i>
<i>Answer</i>	On Aug 15th, 2015, <i>HP USLAM V4.1</i> and <i>HP USLAM V4.2</i> are available. Please double-check with your local CMS Sales representative if a more recent version is available.
<i>Question</i>	<i>Why is HP discontinuing HP USLAM V1.0, V2.0, V3.0 and V4.0?</i>
<i>Answer</i>	This is in accordance with the HP CMS Support Datasheet.
<i>Question</i>	<i>Which product numbers are affected?</i>

<i>Answer</i>	JA901FAE	HP Universal SLA Manager 2.0 E-Media
	JA816FAE	HP Universal SLA Manager Foundation E-LTU
	JA817FAE	HP Universal SLA Mgr Report 4cores E-RTU
	JA819FAE	HP Universl SLA Mgr 100Pk 0-1K SLA E-RTU
	JA820FAE	HP Universl SLA Mgr 100Pk 1-2K SLA E-RTU
	JA821FAE	HP Universl SLA Mgr 1KPk 2-10K SLA E-RTU
	JA822FAE	HP Universl SLA Mgr 5KPk 10-50KSLA E-RTU
	JA823FAE	HP Universl SLA Mgr 10K 50-200KSLA E-RTU
	JA824FAE	HP Universl SLA Mgr 50K 200K-1MSLA E-RTU
	JA825FAE	HP Universal SLA Mgr Unltd 1M+ SLA E-RTU
	JA894FAE	HP Universal SLA Mgr Data Coll SDK E-RTU
	JA896FAE	HP Universal SLA Mgr Data Col Upgr E-RTU
	JJ899AAE	HP Universal SLA Manager 3.0 E-Media
	JJ196FAE	HP U SLA Mgr Report 100Pt 0-200Pt E-LTU
	JJ299FAE	HP Univer SLA Mgr 100Pt 0-200Pt E-LTU
	JK544AAE	HP Universal SLA Manager 4.0 E-Media

<i>Question</i>	<i>Whom can I contact if I have more questions with regards to this product discontinuance?</i>
<i>Answer</i>	Please contact your Local CMS Sales representative.
<i>Question</i>	<i>What are the hardware requirements to migrate from HP USLAM V1.0, HP USLAM V2.0, HP USLAM V3.0 or HP USLAM V4.0 to HP USLAM V4.2?</i>
<i>Answer</i>	Please review the appropriate Release Notes, Installation Guide, and/or Migration Guide or otherwise contact your local HP CMS Sales representative for further assistance.
<i>Question</i>	<i>Where can I find migration information?</i>
<i>Answer</i>	Your local HP CMS sales representative can help you get this information.
<i>Question</i>	<i>I plan to migrate my HP USLAM environment using in-house technical resources. Where do I get all the required software?</i>
<i>Answer</i>	You can request the HP USLAM media by contacting your local HP CMS sales representative.
<i>Question</i>	<i>I received this communication but I have already migrated my HP USLAM solution. Do I need to do anything?</i>
<i>Answer</i>	No, nothing more.
<i>Question</i>	<i>What are my discontinuance options?</i>
<i>Answer</i>	Customers are encouraged to contact their local HP CMS sales representative for help in determining migration options that meet their business needs.
<i>Question</i>	<i>Can I get a support contract for technical support only, without having to pay for upgrades?</i>
<i>Answer</i>	No, support contracts include both technical support and software updates.
<i>Question</i>	<i>Should there be a defect with a version of HP USLAM for which no defect fixing is done anymore, can I pay for a fix to be implemented on my request?</i>
<i>Answer</i>	HP may choose to offer defect fixes at a premium price, depending on available resources.
<i>Question</i>	<i>If I am on a support contract, what will I be entitled to?</i>
<i>Answer</i>	You should have received a notification from your local HP CMS sales and support representatives who can help provide information and assistance to enable your upgrade to be easy and successful.

<i>Question</i>	<i>When I migrate from HP USLAM V1.0, V2.0, V3.0 or V4.0 to latest HP USLAM V4.2 release, can I continue my existing support contract until they expire?</i>
<i>Answer</i>	Yes. There is no impact on the support contract for this release upgrade.
<i>Question</i>	<i>When I migrate from HP USLAM V1.0, V2.0, V3.0 or V4.0 to USLAM V4.2 release, can I expect the same support pricing compared to my version?</i>
<i>Answer</i>	There is no support pricing change for <i>HP USLAM V4.2</i> .
<i>Question</i>	<i>What migration services are available to help me migrate?</i>
<i>Answer</i>	HP CMS Solution Services can provide migration assistance as a services engagement. In addition, the product provides documentation for the migration process.

For more information please contact you HP CMS Sales representative.

If you do not have a current HP CMS Sales representative, please contact the USLAM Product Management

Respectfully,

Dominique Albin,

USLAM Product Management,
HP Communications and Media Solutions

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