



# HP Service Virtualization 1.x, 2.x, 3.0x, 3.1x, 3.5x & 3.6x

## End of Sale Announcement

### Frequently Asked Questions

On February 1, 2016, Hewlett Packard Enterprise announced the End of Sale for HP Service Virtualization 1.x, 2.x, 3.0x, 3.1x, 3.5x & 3.6x. For HP Service Virtualization 2.x, 3.0x, 3.1x, 3.5x & 3.6x the End of Committed Support and End of Extended Support dates were previously communicated via Software Support Online.

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

#### PRODUCT RELATED QUESTIONS

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<b>Question</b>	When is HPE discontinuing sales for HP Service Virtualization 1.x, 2.x, 3.0x, 3.1x, 3.5x & 3.6x?
<b>Answer</b>	Effective February 1, 2016, HPE is announcing the End of Sale of HP Service Virtualization 1.x, 2.x, 3.0x, 3.1x, 3.5x & 3.6x. Current Customers may continue to purchase additional licenses of HP Service Virtualization 1.x, 2.x, 3.0x, 3.1x, 3.5x & 3.6x until April 1, 2016. As of this date, the product will be removed from HPE's Corporate Price List and will no longer be orderable.
<b>Question</b>	Why is HPE discontinuing sales for HP Service Virtualization 1.x, 2.x, 3.0x, 3.1x, 3.5x & 3.6x?
<b>Answer</b>	HP Service Virtualization 1.x, 2.x, 3.0x, 3.1x, 3.5x & 3.6x will reach End of Committed Support in the near future. For this reason, HPE is discontinuing the sales of HP Service Virtualization 1.x, 2.x, 3.0x, 3.1x, 3.5x & 3.6x. 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>	When is the last date I can order HP Service Virtualization 1.x, 2.x, 3.0x, 3.1x, 3.5x & 3.6x?
<b>Answer</b>	HP Service Virtualization 1.x, 2.x, 3.0x, 3.1x, 3.5x & 3.6x will continue to be available for purchase to current support customers through April 1, 2016. As of that date, you will no longer be able to purchase additional licenses of the product version.

<b>Question</b>	Can I still purchase additional licenses for HP Service Virtualization 1.x, 2.x, 3.0x, 3.1x, 3.5x & 3.6x? If yes, how?
<b>Answer</b>	Additional licenses may not be purchased for versions that are discontinued and past their end of sale date.
<b>Question</b>	Do I need to request new license keys when updating to HP Service Virtualization 3.8x?
<b>Answer</b>	No, you don't need new license keys for HP Service Virtualization 3.8x.
<b>Question</b>	What version of HP Service Virtualization is currently available and what update plans do you have for the product, if any?
<b>Answer</b>	The latest version is 3.8x. 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 discontinuance?
<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 update to HP Service Virtualization 3.8x?
<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 update information for HP Service Virtualization 1.x, 2.x, 3.0x, 3.1x, 3.5x & 3.6x?
<b>Answer</b>	Your local HPE sales representative or HPE business partner can help you get this information.
<b>Question</b>	I plan to update my HP Service Virtualization 1.x, 2.x, 3.0x, 3.1x, 3.5x & 3.6x environment using in-house technical resources. Where do I get all the required software?
<b>Answer</b>	All HP Service Virtualization 1.x, 2.x, 3.0x, 3.1x, 3.5x & 3.6x support customers can download HP Service Virtualization 3.8x media via <a href="#">'My Updates'</a> .
<b>Question</b>	What is the concurrent support time period?
<b>Answer</b>	There will be 6 months of concurrent support for updating to HP Service Virtualization 3.8x

## SUPPORT CONTRACT RELATED QUESTIONS

<b>Question</b>	What are the End of (Committed and Extended) Support dates?										
<b>Answer</b>	The End of (Committed and Extended) Support dates are: <table border="1"> <tr> <td>Mar 31, 2016</td> <td>End of Product Support for Service Virtualization 1.x</td> </tr> <tr> <td>Mar 31, 2018</td> <td>End of Self Help Support for Service Virtualization 1.x</td> </tr> </table> <b>Previously announced support timeline</b> <table border="1"> <tr> <td>Mar 31, 2016</td> <td>End of Committed Support for HP Service Virtualization 2.0x</td> </tr> <tr> <td>Mar 31, 2018</td> <td>End of Extended Support for HP Service Virtualization 2.0x</td> </tr> <tr> <td>Mar 31, 2022</td> <td>End of Self-Help Support with Rights to New Versions for</td> </tr> </table>	Mar 31, 2016	End of Product Support for Service Virtualization 1.x	Mar 31, 2018	End of Self Help Support for Service Virtualization 1.x	Mar 31, 2016	End of Committed Support for HP Service Virtualization 2.0x	Mar 31, 2018	End of Extended Support for HP Service Virtualization 2.0x	Mar 31, 2022	End of Self-Help Support with Rights to New Versions for
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Mar 31, 2018	End of Extended Support for HP Service Virtualization 2.0x										
Mar 31, 2022	End of Self-Help Support with Rights to New Versions for										

HP Service Virtualization 2.0x	
Jun 30, 2016	End of Committed Support for HP Service Virtualization 2.1x
Jun 30, 2018	End of Extended Support for HP Service Virtualization 2.1x
Jun 30, 2022	End of Self-Help Support with Rights to New Versions for HP Service Virtualization 2.1x
HP Service Virtualization 2.2x	
Sep 30, 2016	End of Committed Support for HP Service Virtualization 2.2x
Sep 30, 2018	End of Extended Support for HP Service Virtualization 2.2x
Sep 30, 2022	End of Self-Help Support with Rights to New Versions for HP Service Virtualization 2.2x
HP Service Virtualization 2.3x	
Dec 31, 2016	End of Committed Support for HP Service Virtualization 2.3x
Dec 31, 2018	End of Extended Support for HP Service Virtualization 2.3x
Dec 31, 2022	End of Self-Help Support with Rights to New Versions for HP Service Virtualization 2.3x
HP Service Virtualization 3.0x	
Jun 30, 2017	End of Committed Support for HP Service Virtualization 3.0x
Jun 30, 2019	End of Extended Support for HP Service Virtualization 3.0x
Jun 30, 2023	End of Self-Help Support with Rights to New Versions for HP Service Virtualization 3.0x
HP Service Virtualization 3.1x	
Nov 30, 2017	End of Committed Support for HP Service Virtualization 3.1x
Nov 30, 2019	End of Extended Support for HP Service Virtualization 3.1x
Nov 30, 2023	End of Self-Help Support with Rights to New Versions for HP Service Virtualization 3.1x
HP Service Virtualization 3.5x	
Mar 31, 2018	End of Committed Support for HP Service Virtualization 3.5x
Mar 31, 2020	End of Extended Support for HP Service Virtualization 3.5x
Mar 31, 2024	End of Self-Help Support with Rights to New Versions for HP Service Virtualization 3.5x
HP Service Virtualization 3.6x	
Jun 30, 2018	End of Committed Support for HP Service Virtualization 3.6x
Jun 30, 2020	End of Extended Support for HP Service Virtualization 3.6x
Jun 30, 2024	End of Self-Help Support with Rights to New Versions for HP Service Virtualization 3.6x

The End of Committed Support and Extended Support dates were announced earlier on [Software Support Online](#). As of the End of Committed Support date, customer support activities for this version will cease, this includes:

- Security Rule updates
- Product updates

During the 2 year Extended Support period, you have access to existing patches, fixes and telephone support.

<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>	You have the option to continue using HP Service Virtualization 1.x, 2.x, 3.0x, 3.1x, 3.5x & 3.6x. HPE will stop providing committed support for HP Service Virtualization 1.x, 2.x, 3.0x, 3.1x, 3.5x & 3.6x on the dates listed above. Extended Support will continue to be available through the dates listed above. Self-Help Support with Rights to New Versions support will continue to be available through the dates listed above. You are encouraged to begin reviewing your business requirements for HP Service Virtualization 1.x, 2.x, 3.0x, 3.1x, 3.5x & 3.6x. 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 HP Service Virtualization 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 Service Virtualization 3.8x 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 update to be easy and successful.
<b>Question</b>	When I update from HP Service Virtualization 1.x, 2.x, 3.0x, 3.1x, 3.5x & 3.6x to HP Service Virtualization 3.8x, can I continue my existing support contracts until they expire?
<b>Answer</b>	Yes, your support contract will be updated automatically at the next renewal time.
<b>Question</b>	When I update from HP Service Virtualization 1.x, 2.x, 3.0x, 3.1x, 3.5x & 3.6x to HP Service Virtualization 3.8x, can I expect the same support pricing compared to HP Service Virtualization 1.x, 2.x, 3.0x, 3.1x, 3.5x & 3.6x?
<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 update?
<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 Service Virtualization 3.8x?
<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 :
	<p><b>ITOM / ADM / ITM Education / ART</b></p> <p>Americas - <a href="#">HPE Education AMS</a></p> <p>Asia Pacific - <a href="#">HPE Education AP</a></p> <p>Japan - <a href="#">HPE Education Japan</a></p> <p>Europe, Middle East and Africa - <a href="#">HPE Education EMEA</a></p>

For more information on HP Service Virtualization 3.8x 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)

