Hewlett Packard Enterprise

ASG-becubic

Obsolescence Announcement

Frequently Asked Questions

On March 1, 2016, HPE announced the End of Sale date and End of Support dates for ASG-becubic.

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

PRODUCT RELATED QUESTIONS

Question	When is HPE obsoleting ASG-becubic?
Answer	Effective March 1, 2016, HPE is announcing the obsolescence of ASG-becubic. Current customers may continue to purchase additional licenses of ASG-becubic until May 1, 2016. As of this date, the product will be removed from HPE's Corporate Price List and will no longer be orderable.
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 ASG-becubic?
Answer	ASG-becubic will continue to be available for purchase to current support customers through May 1, 2016. As of that date, you will no longer be able to purchase additional licenses of the product version.
Question	Can I still purchase additional licenses for ASG-becubic? If yes, how?
Answer	Additional licenses may not be purchased for products that are discontinued and past their end of sale date.
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 HPE sales representative or your local HPE business partner: hpe.com/software/home Web Self Solve: hpe.com/software/support HPE Technical Support: hpe.com/software/support (click on Support Contact & Community → Contact Us → Phone)

SUPPORT CONTRACT RELATED QUESTIONS

Question	What is the End of Support date?
Answer	The End of Support date for ASG-becubic is Dec 31, 2016. As of this date all customer support activities for this version will cease, this includes: • Security Rule updates • Product updates • Telphone 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	You have the option to continue using ASG-becubic. HPE will stop providing support for ASG-becubic on December 31, 2016. You are encouraged to begin reviewing your business requirements for ASG-becubic. 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.
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 ASG-becubic for which no defect fixing is done anymore, can I pay for a fix to be implemented on my request?
Answer	HPE may choose to offer defect fixes at a premium price, depending on available resources.

For more information contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:

hpe.com/software/home

hpe.com/software/support

hpe.com/software/support-lifecycle

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