



## USP-M 4.2 on RHEL6 and HPUX 11iv3

<i>Question</i>	<i>When is HP discontinuing USP-M 4.2 on RHEL6 ?</i>
<i>Answer</i>	Effective Dec 1 2016, HP is discontinuing <i>USP-M 4.2 on RHEL6</i> . Existing customers are informed by their local sales representative about the End of Sale Date
<i>Question</i>	<i>When is HP discontinuing USP-M 4.2 on HPUX 11iv3 ?</i>
<i>Answer</i>	Effective Apr 1 2016, HP is discontinuing <i>USP-M 4.2 on HPUX 11iv3</i> . Existing customers are informed by their local sales representative about the End of Sale Date
<i>Question</i>	<i>What are the active releases available on USP-M ?</i>
<i>Answer</i>	USP-M 4.3 on RHEL7 is the active release available for purchase. Please check with your local CMS Sales representative if a more recent version is available.
<i>Question</i>	<i>Why is HP discontinuing USP-M 4.2 on RHEL6 and HPUX 11iv3 ?</i>
<i>Answer</i>	This is in accordance with the HP CMS Support Datasheet.
<i>Question</i>	<i>What product numbers are affected?</i>
<i>Answer</i>	J8368AEE#009 and J8368AEE#012
<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 USP-M 4.2 on RHEL6/HPUX 11iv3 to USP-M 4.3 on RHEL7 ?</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 for USP-M 4.2 on RHEL6/HPUX 11iv3?</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 USP-M environment using in-house technical resources. Where do I get all the required software?</i>
<i>Answer</i>	You can request the USP-M media by contacting your local HP CMS sales representative
<i>Question</i>	<i>I received this communication but I have already migrated my USP-M solution. Do I need to do anything?</i>
<i>Answer</i>	No, nothing more.
<i>Question</i>	<i>What is the end of support date of USP-M 4.2 on RHEL6?</i>
<i>Answer</i>	“Standard support” of <i>USP-M 4.2 on RHEL6</i> will end on Dec 31, 2019 As of these dates all customer support activities will cease, this includes: •Telephone support

	<ul style="list-style-type: none"> <li>•Product upgrades and migrations</li> </ul>
<i>Question</i>	<i>What is the end of support date of USP-M 4.2 on HPUX 11iv3?</i>
<i>Answer</i>	<p>“Standard support” of USP-M 4.2 on HPUX 11iv3 will end on Apr 30, 2021 As of these dates all customer support activities will cease, this includes:</p> <ul style="list-style-type: none"> <li>•Telephone support</li> <li>•Product upgrades and migrations</li> </ul>
<i>Question</i>	<i>Are there any other key dates I need to be aware of?</i>
<i>Answer</i>	Support extensions can be proposed under specific conditions, please contact your local CMS sales representative.
<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 USP-M 4.2 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 USP-M 4.2 to latest USP-M 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 USP-M 4.2 to latest USP-M release, can I expect the same support pricing compared to my version?</i>
<i>Answer</i>	There is no support pricing change for USP-M .
<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 USP-M Product Management,

Respectfully,

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