HP Connect-It (C-It) 9.4x

End of Sale Announcement

Frequently Asked Questions

On March 15, 2016, Hewlett Packard Enterprise announced the End of Sale for C-It 9.4x. The End of Support dates were previously communicated via Software Support Online.

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

PRODUCT RELATED QUESTIONS

Question	When is HPE discontinuing sales for C-It 9.4x?
Answer	Effective March 15, 2016, HPE is announcing the End of Sale of C-It 9.4x. Current Customers may continue to purchase additional licenses of C-It 9.4x until June 01, 2016. As of this date, the product will be removed from HPE's Corporate Price List and will no longer be orderable.
Question	Why is HPE discontinuing sales for C-It 9.4x?
Answer	C-It 9.4x will reach End of Committed Support in the near future. For this reason, HPE is discontinuing the sales of C-It 9.4x. This is in accordance with our Release & Support Policy. Definitions of terms are documented in the **product version obsolescence guidelines**.
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 C-It 9.4x?
Answer	C-It 9.4x will continue to be available for purchase to current support customers through June 01, 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 C-It 9.4x? If yes, how?
Answer	Additional licenses may not be purchased for versions that are obsolesced and past their end of sale date.
Question	Do I need to request new license keys when updating to C-It 9.6x?
Answer	No, you don't need new license keys for C-It 9.6x..
Question	What version of C-It is currently available and what update plans do you have for the product, if any?
Answer	The latest version is 9.6x. Please check **hp.com/go/software** or otherwise check with your local HPE sales representative or HPE business partner for the latest information.
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)
Question	What are the hardware requirements to update to C-It 9.6x?
Answer	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.
Question	Where can I find update information for C-It 9.4x?
Answer	Your local HPE sales representative or HPE business partner can help you get this information.
Question	I plan to update my C-It 9.4x environment using in-house technical resources. Where do I get all the required software?
Answer	All C-It 9.4x support customers can download C-It 9.6x media via 'My Updates'.
Question	What is the concurrent support time period?
Answer	There will be 6 months of concurrent support for updating to C-It 9.6x.

SUPPORT CONTRACT RELATED QUESTIONS

Question	What is the End of Committed Support date?
Answer	The End of Committed Support date for C-It 9.4x is April 30, 2016. This date was announced on **Software Support Online** on July 01, 2012. As of the End of Committed Support date, customer support activities for this version will cease, this includes: • Security Rule updates • Product updates
Question	What is the End of Extended Support date?
Answer	The End of Extended Support date for C-It 9.4x is April 30, 2018. This date was announced on **Software Support Online** on July 01, 2012. During the 2 year Extended Support period, you have access to existing patches, fixes and telephone 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 C-It 9.4x. HPE will stop providing committed support for C-It 9.4x on April 30, 2016. Extended Support will continue to be available through April 30, 2018. Self-Help Support with Rights to New Versions support will continue to be available through April 30, 2022. You are encouraged to begin reviewing your business requirements for C-It 9.4x .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 C-It 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.
Question	If I am on a support contract, what will I be entitled to?
Answer	You should have received a letter or electronic notification from HPE to inform you about the availability of C-It 9.6x 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.
Question	When I update from C-It 9.4x to C-It 9.6x, can I continue my existing support contracts until they expire?
Answer	Yes, your support contract will be updated automatically at the next renewal time.
Question	When I update from C-It 9.4x to C-It 9.6x, can I expect the same support pricing compared to C-It 9.4x?
Answer	Not necessarily. Each product support price is determined independently. Please work with your HPE representative to know the difference in support pricing, if any.
Question	What migration services are available to help me update?
Answer	Your local HPE sales representative or HPE business partner can help you get this information
Question	What educational/training packages are available for the C-It 9.6x?
Answer	Your local HPE education specialist can help understand what training packages are available for you. Please email your local contact for more information: Americas - **HPE Education AMS** Asia Pacific - **HPE Education AP** Japan - **HPE Education Japan** Europe, Middle East and Africa - **HPE Education EMEA**

For more information on C-It 9.6x and HPE services, 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

Hewlett Packard Enterprise