



HP TA SPS 1.x and TA SPS 2.0, 2.1, 2.2, 2.3

Discontinuance Announcement

Frequently Asked Questions

On April 2016, Hewlett Packard Enterprise (HPE) announced the discontinuance for HP TA SPS 1.x and TA SPS 2.0, 2.1, 2.2, 2.3.

This document provides answers to frequently asked questions regarding this announcement

PRODUCT RELATED QUESTIONS

Question	When is HPE discontinuing TA SPS 1.x and TA SPS 2.0, 2.1, 2.2, 2.3?	
Answer	Effective on April 30th , 2016, HPE is announcing the discontinuance TA SPS 1.x and TA SPS 2.0, 2.1, 2.2, 2.3	
Question	Why is HPE discontinuing TA SPS 1.x and TA SPS 2.0, 2.1, 2.2, 2.3?	
Answer	In December 2015, HPE announced the availability of TA SPS 3.1 running on Linux 6.4. The release of HPE TA SPS 3.1 impacts the End-of-Sale and End-of-Support dates of previous TA SPS 1.x and TA SPS 2.0, 2.1, 2.2, 2.3 releases.	
Question	What product numbers are affected by this obsolescence?	
Answer	SPS 1.0	
	JJ711AAE	HP SPS Realtime Collection Unit E-LTU
	JJ716AAE	HP SPS 1.0 Realtime Collection E-Media
	JJ716AA	HP SPS 1.0 Realtime Collection Media
	JJ719AAE	HP SPS 1.0 Realtime Storage E-Media
	JJ719AA	HP SPS 1.0 Realtime Storage Media
	JJ721AAE	HP SPS Content Preferences SA 100K E-LTU
	JJ722AAE	HP SPS 1.0 CPSA E-Media
	JJ722AA	HP SPS 1.0 CPSA Media
	JJ715AAE	HP SPS Data Exposure Unit E-LTU
	JJ720AAE	HP SPS 1.1 Data Exposure E-Media
	JJ720AA	HP SPS 1.1 Data Exposure Media
	JJ784AAE	HP SPS rtAnalytics Fwk 5-15TB/1TB E-LTU
	JJ785AAE	HP SPS rtAnalytics Fwk 16-50TB/1TB E-LTU
	JJ786AAE	HP SPS rtAnalytic Fwk 51-100TB/1TB E-LTU

JJ787AAE	HP SPS rtAnalytc Fwk 101-200 TB/1TB E-LTU
JJ788AAE	HP SPS rtAnalytics Fwk 201+ TB/1TB E-LTU
JJ710AAE	HP SPS R1.0 E-Documentation
JJ710AA	HP SPS R1.0 Documentation
JJ789AAE	HP SPS rtAnalytics Framework 1.0 E-Media
JJ789AA	HP SPS rtAnalytics Framework 1.0 Media
SPS 1.1	
JJ710ABE	HP SPS R1.1 E-Documentation
JJ710AB	HP SPS R1.1 Documentation
JJ790AAE	HP SPS rtAnalytics Framework 1.1 E-Media
JJ790AA	HP SPS rtAnalytics Framework 1.1 Media
SPS 2.0	
JK262AAE	HP SPS Realtime Collection 1-100TB E-LTU
JK238AAE	HP SPS Realtime Collection 100+TB E-LTU
JJ716ABE	HP SPS 2.0 Realtime Collection E-Media
JJ716AB	HP SPS 2.0 Realtime Collection Media
JK246AAE	HP SPS 2.x Run Time Engine for SA E-LTU
JK249AAE	HP SPS 2.0 Analytics E-Media
JK249AA	HP SPS 2.0 Analytics Media
JJ720ABE	HP SPS 2.0 Data Exposure E-Media
JJ720AB	HP SPS 2.0 Data Exposure Media
JK255AAE	HP SPS Network Usage 5-15TB/1TB E-LTU
JK256AAE	HP SPS Network Usage 16-50TB/1TB E-LTU
JK257AAE	HP SPS Network Usage 51-100TB/1TB E-LTU
JK258AAE	HP SPS Network Usage 101-200TB/1TB E-LTU
JK259AAE	HP SPS Network Usage 201+ TB/1TB E-LTU
JJ721AAE	HP SPS Content Preferences SA 100K E-LTU
JK247AAE	HP SPS 2.x Advertising PA SA 100K E-LTU
JK248AAE	HP SPS 2.x Mobile Experience E-LTU
JJ722ABE	HP SPS 2.0 CPSA E-Media
JJ722AB	HP SPS 2.0 CPSA Media
JK250AAE	HP SPS Unstructured 1-500K E-LTU
JK251AAE	HP SPS Unstructured 550-3000K E-LTU
JK252AAE	HP SPS Unstructured 3050-8000K E-LTU
JK253AAE	HP SPS Unstructured 8050-15000K E-LTU
JK254AAE	HP SPS Unstructured 15000K+ E-LTU
JK260AAE	HP SPS Unstructured Collectors E-LTU
JK263AAE	HP SPS 2.0 Unstruct Analytics E-Media
JK263AA	HP SPS 2.0 Unstructured Analytics Media
SPS 2.1	
JK337AAE	HP SPS Data Exposure Unit 50TPS E-LTU
JJ720ACE	HP SPS 2.1 Data Exposure E-Media
JJ720AC	HP SPS 2.1 Data Exposure Media

JK340AAE	HP SPS RT Analytic 1-10TB/1TB E-LTU Bndl
JK341AAE	HP SPS RT Anlrtc 11-50TB/1TB E-LTU Bndl
JK343AAE	HP SPS RT Anlrtc 51-100TB/1TB E-LTU Bndl
JK339AAE	HP SPS RT Anlrtc 101-500TB/1TB E-LTU Bndl
JK342AAE	HP SPS RT Anlrtc 501-750TB/1TB E-LTU Bndl
JK338AAE	HP SPS 2.1 RT Analytic E-Media
JK338AA	HP SPS 2.1 RT Analytic Media
JJ722ACE	HP SPS 2.1 CPSA E-Media
JJ722AC	HP SPS 2.1 CPSA Media
JK336AAE	HP SPS 2.1 CEP Engine E-Media
JK336AA	HP SPS 2.1 CEP Engine Media
JK249AB	HP SPS 2.1 Analytics Media
JK249ABE	HP SPS 2.1 Analytics E-Media

SPS 2.2

JK249ACE	HP SPS 2.2 Analytics E-Media
JK249AC	HP SPS 2.2 Analytics Media
JJ720ADE	HP SPS 2.2 Data Exposure E-Media
JJ720AD	HP SPS 2.2 Data Exposure Media
JK496AAE	HP SPS RT Anlrtc 751-999/1TB E-LTU Bndl
JK494AAE	HP SPS RT AF 1-1.49KTB/1TB E-LTU Bndl
JK495AAE	HP SPS RT AF 1.5K+TB/1TB E-LTU Bndl
JJ722ADE	HP SPS 2.2 CPSA E-Media
JJ722AD	HP SPS 2.2 CPSA Media
JK336ABE	HP SPS 2.2 CEP Engine E-Media
JK336AB	HP SPS 2.2 CEP Engine Media

SPS2.3

JJ720AE	HP SPS 2.3 Data Exposure Media
JJ720AEE	HP SPS 2.3 Data Exposure E-Media
JK336AC	HP SPS 2.3 CEP Engine Media
JK336ACE	HP SPS 2.3 CEP Engine E-Media
JK504AA	HP SPS 2.3 DAL Lite Media
JK504AAE	HP SPS 2.3 DAL Lite E-Media
JK510AA	HP SPS 2.3 DAL Full Media
JK510AAE	HP SPS 2.3 DAL Full E-Media
JK512AA	HP SPS 2.3 Realtime Cache Opt B Media
JK512AAE	HP SPS 2.3 Realtime Cache Opt B E-Media
JK514AA	HP SPS 2.3 CEP Handler Media
JK514AAE	HP SPS 2.3 CEP Handler E-Media
JK536AA	HP SPS 2.3 Value Pack Media
JK536AAE	HP SPS 2.3 Value Pack E-Media

Question	Who can I contact if I have more questions with regards to this product discontinuance?
Answer	<p>You have several options available to you:</p> <p>Contact your local HPE sales representative or your local HPE business partner: hpe.com/software/home</p> <p>Web Self Solve: hpe.com/software/support HPE Technical Support: hpe.com/software/support (click on Support Contact & Community → Contact US →Phone)</p>
Question	Where can I find extended support or software migration information?
Answer	For further information details please go through your local HPE Sales Representative

SUPPORT CONTRACT RELATED QUESTIONS

Question	What is the End of Support date?
Answer	<p>Standard End of Support date for TA SPS 1.0, 1.1 and 2.0 is May 2016.</p> <p>Standard End of Support date for TA SPS 2.1 and 2.2 is January 2017.</p> <p>Standard End of Support date for TA SPS 2.3 is March 2018.</p> <p>As of these dates all customer support activities will cease, this includes:</p> <ul style="list-style-type: none"> • Telephone support • Product upgrades and migrations
Question	Are there any other key dates I need to be aware of?
Answer	Support extensions can be proposed under specific conditions, please contact your local CMS sales representative.
Question	What are my discontinuance options?
Answer	<p>Customers are encouraged to contact their local HPE CMS sales representative for help in determining migration options that meet their business needs.</p> <p>Capacity upgrade also remains available until end of support. Support extensions can be proposed under specific conditions, please contact your local CMS sales representative.</p>
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	If I am on a support contract, what will I be entitled to?
Answer	All current active support contracts are still within the End of Support milestone. Your local HPE Sales and Support Representatives or your HPE CMS Business Partner can help provide information and assistance to enable your update to be easy and successful.
Question	When I migrate from TA SPS 1.x and TA SPS 2.0, 2.1, 2.2, 2.3 to latest TA SPS release, can I expect the same support pricing compared to my version?

Answer	Yes. There is no impact on the support contract for this release upgrade.
Question	What migration services are available to help me migrate?
Answer	HPE CMS Solution Services can provide migration assistance as a services engagement. In addition, the product provides documentation for the migration process.

For more information on TA SPS 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



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