Hewlett Packard Enterprise

HP Multimedia Services Environment (MSE) 2.1 Discontinuance announcement

Frequently Asked Questions

On January 9, 2016 Hewlett Packard Enterprise (HPE) announced the discontinuance of **HP Multimedia Services Environment (MSE) 2.1.**

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

PRODUCT RELATED QUESTIONS

Question	When is HPE discontinuing HP MSE 2.1?
Answer	Effective January 9, 2016, HPE is announcing the discontinuance of HP MSE 2.1. Existing customers should have been informed by their local sales representative about the End of Sale Date (effective on January 31, 2016).
Question	I have purchased HP NIVR 2.1.0. Is it being obsoleted?
Answer	The product name was changed from NIVR to MSE after the release of NIVR 2.1.0. So NIVR 2.1.0 is the equivalent of MSE 2.1.0. This obsolescence applies to NIVR 2.1.x as well as to MSE 2.1.x.
Question	What versions of HP MSE are currently available?
Answer	On January 9, 2016, HPE MSE 2.3 is available and is fully backward compatible with HP MSE 2.1. Please double-check with your local CMS Sales representative if a more recent version is available.
Question	Why is HPE discontinuing HP MSE 2.1?
Answer	Effective with the new release of HPE MSE 2.3, HPE is announcing the discontinuance of HP MSE 2.1. This is in accordance with the HPE CMS Foundation Support Datasheet.
Question	What product numbers are affected by this discontinuance?
Answer	The most important product numbers affected are the HP MSE 2.1 media product numbers: JJ890AA, JJ890AAE, JJ891AA, JJ891AAE, JJ893AA, JJ893AAE, JK301AA, JK301AAE. All currently purchased MSE licenses for HP MSE 2.1 will continue to be valid for HPE MSE 2.3 and subsequent HPE MSE 2.x minor release versions.
Question	Who can I contact if I have more questions with regards to this product discontinuance?
Answer	Please contact your Local CMS Sales representative.
Question	Where can I find migration information for HP MSE 2.1?
Answer	Your local HPE CMS sales representative can help you get this information.

Question	I plan to upgrade my HP MSE 2.1 environment using in-house technical resources. Where do I get all the required software?
Answer	HP MSE 2.1 customers with a valid full support contract are entitled to upgrade to the latest minor version, such as HPE MSE 2.3. A minor version upgrade typically requires a customer project to ensure smooth migration of interactive multimedia applications. Please contact your local HPE CMS sales representative.
Question	I received this communication but I have already migrated my HP MSE 2.1 solution. Do I need to do anything?
Answer	No, nothing more.

SUPPORT CONTRACT RELATED QUESTIONS

Question	What is the end of support date of HP MSE 2.1?
Answer	The End of Support date for HP MSE 2.1 is January 31, 2019. As of this date all customer support activities for this version will cease, this includes: • Telephone support • Security Rule updates • Product updates
Question	Are there any other key dates I need to be aware of?
Answer	Please see customer letter for key dates.
Question	Does NIVR 2.1.0 have a different End of Support date than MSE 2.1?
Answer	No, it is on the same minor version so it has the same End of Support date. Please note that if a fix needs to be delivered, an update to the latest maintenance release is typically required.
Question	What are my discontinuance options?
Answer	Customers have the option to continue using HP MSE 2.1. HPE will stop providing support for HP MSE 2.1 on January 31, 2019. Customers are encouraged to begin reviewing their business requirements for the HP MSE 2.1. You are encouraged to contact your local HPE sales representative or HPE business partner for help in determining options that meet your business needs.
Question	When I replace my HP MSE 2.1, can I continue my existing support contracts until they expire?
Answer	Yes, because the HPE MSE 2.x product versions product number and support list price has not changed.

For more information please contact you HPE CMS Sales representative.
If you do not have a current HPE CMS Sales representative, please contact the HPE MSE Product Management, (<alan.sherman@hpe.com>).

Respectfully,

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HPE MSE Product Management,
HPE Communications and Media Solutions

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