



**Hewlett Packard  
Enterprise**

# ***HP Multimedia Services Environment (MSE) 2.3 Discontinuance announcement***

## ***Frequently Asked Questions***

On September 20, 2016 Hewlett Packard Enterprise (HPE) announced the discontinuance of **HP Multimedia Services Environment (MSE) 2.3**

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

### PRODUCT RELATED QUESTIONS

Question	When is HPE discontinuing HP MSE 2.3?
Answer	Effective September 20, 2016, HPE is announcing the discontinuance of HP MSE 2.3. Existing customers should have been informed by their local sales representative about the End of Sale Date (effective on October 31, 2016).
Question	What versions of HPE MSE are currently available?
Answer	On September 20, 2016, HPE MSE 2.4 is available and is fully backward compatible with HP MSE 2.3. Please double-check with your local CMS Sales representative if a more recent version is available.
Question	Why is HPE discontinuing MSE 2.3?
Answer	Effective with the new release of MSE 2.4, HPE is announcing the discontinuance of HP MSE 2.3. This is in accordance with the <a href="#">HPE CMS Foundation Support Datasheet</a> .
Question	What product numbers are affected by this discontinuance?
Answer	The only affected product numbers are the HP MSE 2.3 media product numbers: JP375AA, JP375AAE, JP463AA, JP463AAE. All currently purchased MSE licenses for HP MSE 2.3 will continue to be valid for HPE MSE 2.4 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 2.3?
Answer	Your local HPE CMS sales representative can help you get this information.

Question	I plan to upgrade my MSE environment using in-house technical resources. Where do I get all the required software?
Answer	You can request the HPE MSE 2.4 electronic or physical media by contacting your local HPE CMS sales representative
Question	I received this communication but I have already migrated my HP MSE 2.3 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 2.3?
Answer	The End of Support date for HP MSE 2.3 is October 31, 2019. As of this date all customer support activities for this version will cease, this includes: <ul style="list-style-type: none"> <li>• Telephone support</li> <li>• Security Rule updates</li> <li>• Product updates</li> </ul>
Question	Are there any other key dates I need to be aware of?
Answer	Please see customer letter for key dates.
Question	What are my discontinuance options?
Answer	Customers have the option to continue using HP MSE 2.3. HPE will stop providing support for HP MSE 2.3 on October 31, 2019. Customers are encouraged to begin reviewing their business requirements for the HP MSE 2.3. 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 2.3, can I continue my existing support contracts until they expire?
Answer	Yes, because the recent product versions product number and support list price has not changed. However, some HP MSE 2.1 and earlier product numbers may require an update to your support contract. Please work with your HPE sales representative to validate your support contract (product name and pricing are different).
Question	I want to renew my support after the end of support date. What should I do?
Answer	HPE will propose a standard support contract until October 31, 2019. It may be possible to define an extended support contract after that date, with additional fees and/or a reduced set of support services. Please contact your HPE sales representative to define these contracts.

For more information please contact your 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](mailto:alan.sherman@hpe.com)).

Respectfully,

Alan Sherman,

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HPE Communications and Media Solutions

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