



# HP/HPE Legal Hold 3.2x - 3.8x

## End of Sale Announcement

### Frequently Asked Questions

On April 1, 2017, Hewlett Packard Enterprise announced the End of Sale and confirmed the End of Support dates for the legacy releases HP/HPE Legal Hold 3.2x - 3.8x.

Hewlett Packard Enterprise is announcing the End of Sale to new customers of all HP branded versions of Legal Hold. Customers on active support for these versions can continue to buy additional licenses and will be supported until the dates confirmed below.

End of support dates listed below for HP/HPE Legal Hold 3.2x – 3.8x are based on the archived HPE time based support policy, where these products had a 3 year Committed Support time-line and a 2 year Extended Support time-line. HP/HPE Legal Hold 3.9x is the first version under the standard HPE time based support process, which means there is an additional 4 year time-line for Self-Help Support with Rights To New Versions.

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

#### PRODUCT RELATED QUESTIONS

<b>Question</b>	When is HPE ending sales for HP/HPE Legal Hold 3.2x - 3.8x?
<b>Answer</b>	Effective April 1, 2017, HPE is announcing the End of Sale to new customers of HP/HPE Legal Hold 3.2x - 3.8x.
<b>Question</b>	Why is HPE ending sales for HP/HPE Legal Hold 3.2x - 3.8x?
<b>Answer</b>	HPE Legal Hold 3.9x is the newest available version HPE Legal Hold. And the HP branded versions of Legal Hold can no longer be sold to new customers. Customers on active support for these versions can continue to buy additional licenses and will be supported until the dates confirmed below. This is in accordance with our Release & Support Policy. Definitions of terms are documented in the <a href="#">Software Support Policy guidelines</a> .
<b>Question</b>	Do I need to request new license keys when updating to HPE Legal Hold 3.9x?
<b>Answer</b>	No, you don't need new license keys for HPE Legal Hold 3.9x.
<b>Question</b>	What version of HPE Legal Hold is currently available and what update plans do you have for the product, if any?
<b>Answer</b>	The latest version is 3.9x. Please check <a href="http://hpe.com/software/home">hpe.com/software/home</a> or otherwise check with your local HPE sales representative or HPE business partner for the latest information.

<b>Question</b>	Who can I contact if I have more questions with regards to this product obsolescence?
<b>Answer</b>	You have several options available to you: Contact your local HPE sales representative or your local HPE business partner: <a href="http://hpe.com/software/home">hpe.com/software/home</a> Web Self Solve: <a href="http://hpe.com/software/support">hpe.com/software/support</a> HPE Technical Support: <a href="http://hpe.com/software/support">hpe.com/software/support</a> (click on Support Contact & Community → Contact Us → Phone)
<b>Question</b>	What are the hardware requirements to update to HPE Legal Hold 3.9x?
<b>Answer</b>	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.
<b>Question</b>	Where can I find update information for HP/HPE Legal Hold 3.2x - 3.8x?
<b>Answer</b>	Your local HPE sales representative or HPE business partner can help you get this information.
<b>Question</b>	I plan to update my HP/HPE Legal Hold 3.2x - 3.8x environment using in-house technical resources. Where do I get all the required software?
<b>Answer</b>	All HP/HPE Legal Hold 3.2x – 3.8x support customers can download HPE Legal Hold 3.9x software at the legacy Autonomy <a href="#">Download Center</a> .
<b>Question</b>	What is the concurrent support time period?
<b>Answer</b>	There will be 6 months of concurrent support for updating to HPE Legal Hold 3.9x.

## SUPPORT CONTRACT RELATED QUESTIONS

<b>Question</b>	What is the End of Committed Support date?
<b>Answer</b>	Please see the customer letter for the End of Committed Support dates for the legacy releases HP/HPE Legal Hold 3.2x – 3.8x. As of the End of Committed Support date, customer support activities for this version will cease, this includes: <ul style="list-style-type: none"> <li>• Security Rule updates</li> <li>• Product updates</li> </ul>
<b>Question</b>	What is the End of Extended Support date?
<b>Answer</b>	Please see the customer letter for the End of Committed Support dates for the legacy releases HP/HPE Legal Hold 3.2x – 3.8x. During the 2 year Extended Support period, you have access to existing patches, fixes and telephone support.
<b>Question</b>	Are there any other key dates I need to be aware of?
<b>Answer</b>	Please see customer letter, page 1, for key dates.
<b>Question</b>	What are my obsolescence options?
<b>Answer</b>	You have the option to continue using HP/HPE Legal Hold 3.2x - 3.8x. HPE will stop providing committed support for HP/HPE Legal Hold 3.2x - 3.8x per the dates in the customer letter. Extended Support will continue to be available per the dates in the customer letter. You are encouraged to begin reviewing your business requirements for HP/HPE Legal Hold 3.2x - 3.8x. 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.
<b>Question</b>	Can I get a support contract for technical support only, without having to pay for updates?

<b>Answer</b>	No, support contracts include both technical support and software updates.
<b>Question</b>	Should there be a defect with a version of HPE Legal Hold for which no defect fixing is done anymore, can I pay for a fix to be implemented on my request?
<b>Answer</b>	HPE may choose to offer defect fixes at a premium price, depending on available resources.
<b>Question</b>	If I am on a support contract, what will I be entitled to?
<b>Answer</b>	You should have received a letter or electronic notification from HPE to inform you about the availability of HPE Legal Hold 3.9x 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.
<b>Question</b>	When I update from HP/HPE Legal Hold 3.2x - 3.8x to HPE Legal Hold 3.9x, can I continue my existing support contracts until they expire?
<b>Answer</b>	Yes, your support contract will be updated automatically at the next renewal time.
<b>Question</b>	When I update from HP/HPE Legal Hold 3.2x - 3.8x to HPE Legal Hold 3.9x, can I expect the same support pricing compared to HP/HPE Legal Hold 3.2x - 3.8x?
<b>Answer</b>	Not necessarily. Each product support price is determined independently. Please work with your HPE representative to know the difference in support pricing, if any.
<b>Question</b>	What migration services are available to help me update?
<b>Answer</b>	Your local HPE sales representative or HPE business partner can help you get this information.
<b>Question</b>	What educational/training packages are available for the HPE Legal Hold 3.9x?
<b>Answer</b>	Your local HPE education specialist can help understand what training packages are available for you. Please email your local contact for more information : <b><u><a href="#">HPE Information Management</a></u></b>

For more information on HPE Legal Hold 3.9x and HPE services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:

[hpe.com/software/home](http://hpe.com/software/home)

[hpe.com/software/support](http://hpe.com/software/support)

[hpe.com/software/support-lifecycle](http://hpe.com/software/support-lifecycle)

