



Hewlett Packard Enterprise

- HP WebInspect 10.3x, 10.4x & 10.5x
- HP WebInspect Enterprise 10.3x, 10.4x & 10.5x
- HP WebInspect Enterprise B20 Sensor 10.0x, 10.3x, 10.4x & 10.5x
- HP Software Security Center WebInspect Enterprise Build to Order Starter Edition Suite 2014.09, 2015.04 & 2015.11
Obsolescence Announcement

Frequently Asked Questions

On Apr 1, 2017, Hewlett Packard Enterprise (HPE) announced the End of Support dates for

* HP WebInspect (WI) 10.3x, 10.4x & 10.5x

* HP WebInspect Enterprise (WI ENT) 10.3x, 10.4x & 10.5x

* HP WebInspect Enterprise B20 Sensor (WI ENT B20) 10.0x, 10.3x, 10.4x & 10.5x

* HP Software Security Center WebInspect Enterprise Build to Order Starter Edition Suite (SSC WI ENT B20 SE) 2014.09, 2015.04 & 2015.11

Further named as “Current SW version ” in this document

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

PRODUCT RELATED QUESTIONS

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| Question | When is HPE obsoleting the Current SW versions? |
| Answer | Effective Apr 1, 2017, HPE is announcing the obsolescence for Current SW versions. |
| Question | Why is HPE obsoleting the Current SW versions? |
| Answer | Effective with the new release of * HPE Security WebInspect 16.1x national language / HPE Security WebInspect 16.2x English only * HPE Security WebInspect Enterprise 16.2x * HPE Security WebInspect Enterprise B20 Sensor 16.2x * HPE Security Software Security Center WebInspect Enterprise Build to Order Starter Edition Suite 2016.12 Further named as “New SW version” in this document HPE is announcing the obsolescence of the Current SW versions. This is in accordance with our Release & Support Policy for HPE Security products. 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 | Do I need to request new license keys when updating to New SW version? |
| Answer | No, you don't need new license keys for the New SW version. |

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| Question | What version of New SW is currently available and what upgrade plans do you have for the product, if any? |
| Answer | The latest version of * HPE Security WebInspect national language is 16.1x * HPE Security WebInspect Englisch only is 16.2x * HPE Security WebInspect Enterprise is 16.2x * HPE Security WebInspect Enterprise B20 Sensor is 16.2x * HPE Security Software Security Center WebInspect Enterprise Build to Order Starter Edition Suite is 2016.12 Please check hpe.com/software/home 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 obsolescence? |
| 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 the New SW version? |
| Answer | HW requirements have not changed between Current SW and New SW version. |
| Question | Where can I find update information for the New SW version? |
| Answer | Further information regarding New SW version can be found on Protect724 at https://www.protect724.hpe.com/welcome , or through your local HP Sales Representative or HP Software Business Partner. |
| Question | I plan to update my Current SW version environment using in-house technical resources. Where do I get all the required software? |
| Answer | All Current SW version support customers can download the New SW version media via Hewlett Packard Enterprise Software Licenses and Downloads Portal . |
| Question | What if I have a Current SW version appliance? Am I eligible to update? |
| Answer | <<Choose the applicable option below based on input from ESP business>> Yes, appliance customers can <<update>> <<migrate>> the software on their appliances. No, appliance customers cannot <<update>> <<migrate>> the software on their appliances. |

SUPPORT CONTRACT RELATED QUESTIONS

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| Question | What is the End of Support date? |
| Answer | The End of Support date for * WI 10.3x & 10.4x * WI ENT 10.3x & 10.4x * WI ENT B20 10.0x, 10.3x & 10.4x * SSC WI ENT B20 SE 2014.09 & 2015.04 is Dec 31, 2017. * WI 10.5x * WI ENT 10.5x * WI ENT B20 10.5x * SSC WI ENT B20 SE 2015.11 |

is Jun 30, 2018

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, page 1, for key dates.

Question What are my obsolescence options?

Answer Customers have the option to continue using

- * WI 10.3x & 10.4x
- * WI ENT 10.3x & 10.4x
- * WI ENT B2O 10.0x, 10.3x & 10.4x
- * SSC WI ENT B2O SE 2014.09 & 2015.04

HPE will stop providing support for those version on Dec 31, 2017.

- * WI 10.5x
- * WI ENT 10.5x
- * WI ENT B2O 10.5x
- * SSC WI ENT B2O SE 2015.11

HPE will stop providing support for those version on Jun 30, 2018.

Self-Help Support will continue to be available through Dec 31, 2019 for

- * WI 10.3x & 10.4x
- * WI ENT 10.3x & 10.4x
- * WI ENT B2O 10.0x, 10.3x & 10.4x
- * SSC WI ENT B2O SE 2014.09 & 2015.04

Self-Help Support will continue to be available through Jun 30, 2020 for

- * WI 10.5x
- * WI ENT 10.5x
- * WI ENT B2O 10.5x
- * SSC WI ENT B2O SE 2015.11

Customers are encouraged to begin reviewing their business requirements for Current SW versions

You are also encouraged to contact your local HPE sales representative or HPE business partner for help in determining upgrading 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 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 New SW versions for support customers, what media is listed under your support contract and how to sign up for those versions. Your local HPE Sales and Support Representatives or your HPE Software Business Partner can help provide information and assistance to enable your update to be easy and successful.

Question When I update from Current SW version to New SW versions, can I continue my existing support contracts until they expire?

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| Answer | Yes, your support contract will be updated automatically at the next renewal time. |
| Question | When I update from Current SW version to New SW version, can I expect the same support pricing compared to Current SW version? |
| 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 New SW versions? |
| Answer | Your local HPE education specialist can help understand what training packages are available for you. Please email your local contact for more information HPE Security |

For more information on New SW versions 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

