



HP Fortify for Managed Service Provider on Premise (Fortify MSP OP) 2015.11 & 2016.05 Obsolescence Announcement

Frequently Asked Questions

On Apr 1, 2017, Hewlett Packard Enterprise (HPE) announced the End of Support dates for Fortify MSP OP 2015.11 & 2016.05.

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

PRODUCT RELATED QUESTIONS

Question	When is HPE obsoleting Fortify MSP OP 2015.11 & 2016.05?
Answer	Effective Apr 1, 2017, HPE is announcing the obsolescence for Fortify MSP OP 2015.11 & 2016.05
Question	Why is HPE obsoleting Fortify MSP OP 2015.11 & 2016.05
Answer	Effective with the new release of HPE Fortify for Managed Service Provider on Premise 2017.03, HPE is announcing the obsolescence of Fortify MSP OP 2015.11 & 2016.05. 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 HPE Fortify for Managed Service Provider on Premise 2017.03?
Answer	No, you don't need new license keys for HPE Fortify for Managed Service Provider on Premise 2017.03
Question	What version of HPE Fortify for Managed Service Provider on Premise is currently available and what upgrade plans do you have for the product, if any?
Answer	The latest version of HPE Fortify for Managed Service Provider on Premise is 2017.03. 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 HPE Fortify for Managed Service Provider on Premise 2017.03?
Answer	HW requirements have not changed between Fortify MSP OP 2015.11 & 2016.05 and HPE Fortify for Managed Service Provider on Premise 2017.03.
Question	Where can I find update information for HPE Fortify for Managed Service Provider on Premise 2017.03?
Answer	Further information regarding HPE Fortify for Managed Service Provider on Premise 2017.03 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 Fortify MSP OP 2015.11 & 2016.05 environment using in-house technical resources. Where do I get all the required software?
Answer	All Fortify MSP OP 2015.11 & 2016.05 support customers can download HPE Fortify for Managed Service Provider on Premise 2017 media via Hewlett Packard Enterprise Software Licenses and Downloads Portal .
Question	What if I have a Fortify MSP OP 2015.11 & 2016.05 appliance? Am I eligible to update?
Answer	<<Choose the applicable option below based on input from ESP business>> Yes, appliance customers can update the software on their appliances. No, appliance customers cannot update the software on their appliances.

SUPPORT CONTRACT RELATED QUESTIONS

Question	What is the End of Support date?
Answer	The End of Support date for <ul style="list-style-type: none"> • Fortify MSP OP 2015.11 is Dec 31, 2017 • Fortify MSP OP 2016.05 is Jun 30, 2018 As of this date all customer support activities for this version will cease, this includes: <ul style="list-style-type: none"> • 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 discontinuance options?
Answer	Customers have the option to continue using Fortify MSP OP 2015.11 & 2016.05. HPE will stop providing support for <ul style="list-style-type: none"> • Fortify MSP OP 2015.11 on Dec 31, 2017 • Fortify MSP OP 2016.05 on Jun 30, 2018 Self-Help Support will continue to be available through

- Dec 31, 2019 for Fortify MSP OP 2015.11
- Jun 30, 2020 for Fortify MSP OP 2016.05

Customers are encouraged to begin reviewing their business requirements for Fortify MSP OP 2015.11 & 2016.05. 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 HPE Fortify for Managed Service Provider on Premise 2017.03 for support customers, what media is listed under your support contract and how to sign up for HPE Fortify for Managed Service Provider on Premise 2017.03. 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 Fortify MSP OP 2015.11 & 2016.05 to HPE Fortify for Managed Service Provider on Premise 2017, can I continue my existing support contracts until they expire?
Answer	Yes, your support contract will be updated automatically at the next renewal time.
Question	When I update from Fortify MSP OP 2015.11 & 2016.05 to HPE Fortify for Managed Service Provider on Premise 2017.03, can I expect the same support pricing compared to Fortify MSP OP 2015.11 & 2016.05?
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 HPE Fortify for Managed Service Provider on Premise 2017.03?
Answer	Your local HPE education specialist can help understand what training packages are available for you. Please email your local contact for more information
	<u>HPE Security</u>

For more information on HPE Fortify for Managed Service Provider on Premise 2017 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