



HP Atalla Information Protection and Control (Atalla IPC) Obsolescence Announcement

Frequently Asked Questions

On Jun 1, 2017, Hewlett Packard Enterprise (HPE) announced the End of Support dates for Atalla IPC.

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

PRODUCT RELATED QUESTIONS

Question	When is HPE obsoleting Atalla IPC?
Answer	Effective Jun 1, 2017, HPE is announcing the obsolescence for Atalla IPC. Current customers may continue to purchase additional licenses of Atalla IPC until Aug 1, 2017. As of this date, the product will be removed from HPE's Corporate Price List and will no longer be orderable.
Question	Why is HPE obsoleting Atalla IPC?
Answer	HPE is announcing the product obsolescence of Atalla IPC. 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	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)

SUPPORT CONTRACT RELATED QUESTIONS

Question	What is the End of Support date?
Answer	The End of Support date for Atalla IPC is May 31, 2019. 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 Atalla IPC. HPE will stop providing support for Atalla IPC on May 31, 2019. Customers are encouraged to begin reviewing their business requirements for Atalla IPC. 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.

For more information on Atalla IPC 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



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