HP Webverse Support Update

Ongoing Support and Maintenance of Webverse, and related software components will reach end of life (EOL) on December 31, 2010. Incidents submitted to HP after this date will not be processed.

We are committing to some final updates to the Webverse product. These updates should be completed by December 31, 2009, and will include official support for the following application servers: Weblogic 10, Websphere Application Server 6.1 and JBOSS 4.2.1. Database support will be upgraded to include: Oracle 9, Oracle 10g and DB2 UDB9.

The end of life for Webverse will be a phased process that will begin a few months prior to the EOL date. The first phase will be the development and quality testing of the above-mentioned platforms. After that phase is complete, a terminal version of the software will be released to customers with support contracts. From that date until December 31, 2010, Technical Support will only accept calls and address production down defects. Production down defects will be remedied only until December 31, 2010. No minor defects will be addressed and no enhancements will be introduced into the product from now until December 31, 2010.

HP believes that focusing our development on new methods of document design, production and delivery will allow our customers to serve their customers in a changing technology landscape. To that end, other HP Exstream products have absorbed some, but not all, of Webverse's intended functionality. These product developments have taken place in our On-demand document support, Live interactive document technology and Remote Collaboration.

We would strongly recommend that you consider alternatives to your Webverse solutions. HP Exstream has other ways to deliver similar functionality through different mixes of products and services. Some requirements can be delivered via our Interactive Document and On-demand document creation capabilities. Please work with your account manager to ensure you have a solution plan in place before the Webverse end of life date.

If you have any questions, please contact your HP Support Account team or HP Support, who will be pleased to assist you.