



Document Summary

- Describes support period for various DSS versions
- Describes policy related to the need for maintenance agreements

Introduction

There are several DSS versions still actively used in the field including DSS 4.0 through 4.20, DSS 4.91.xx, DSS 4.25.xx, and the newly released DSS 5.01. Up until this time DSS support has always been free and has covered all of the listed versions. Starting in December 2013 and rolling in through 2014, several changes will be enacted in the DSS support policy.

Discontinuance of Support for Older DSS Versions

Support for the following versions of DSS will be discontinued on May 31st 2014: DSS 4.0 through 4.20 and DSS 4.91.xx. Customers requiring support will be encouraged to upgrade to the current DSS 5.01 version. The upgrade process is free. Licenses that worked on the out-of-support versions will work on the newer 5.01. The licenses will have to be moved from one server to another by interacting with the HP licensing group, but this is a no charge process.

End of Support Date for DSS 4.25.xx

With the availability of DSS 5.01 in December of 2013, the DSS 4.25.xx versions of code will no longer be available for download. Support will be available for the 4.25.xxx versions through December 31st 2015. The DSS 4.25.xx support will have the following guidelines:

- Phone support for help with issues. This includes support up to and including Technical Marketing and R&D following standard escalation processes.
- Code changes for the resolution of serious defects will be considered
- No new features will be added – including OS support
- New devices released during the support period will be supported in the code at the feature level that exists as of December 2013. New features in product FW after December 2013 may not be supported.
- Support will be free until January 1st 2015 after which a maintenance agreement is required. See the section on [maintenance agreements](#) for more information.

Maintenance Agreements and the Phasing Out of Free Support

Starting in December of 2013 customers will be required to purchase maintenance contracts when they purchase new DSS licenses. Customers will still be able to obtain support without a maintenance contract until Jan 1, 2015. The mechanism for obtaining this free support has not changed; it is obtained by contacting the same local phone number used in your region for LaserJet support.

When customers purchase maintenance contracts they will receive information about how to contact HP for support using the maintenance agreement. Using the maintenance agreement support channel is optional until Jan 1st 2015, and will be required after that date.