

2462525 - RemoteWare End of Life - June 30, 2018

(RemoteWare EOMM FAQ)

Version	1	Type	SAP Note
Language	English	Master Language	English
Priority	Recommendations / Additional Info	Category	FAQ
Release Status	Released for Customer	Released On	04/25/2017
Component	MOB-RWS (Mobility - Remoteware)		

Please find the original document at <https://launchpad.support.sap.com/#/notes/2462525>

Symptom

RemoteWare End of Life - June 30, 2018

The last day to receive service and support for RemoteWare will be June 30, 2018. After this date, the product will no longer be available for download from SAP Service Marketplace. Customers paying maintenance will continue to receive support until that date.

There will not be a direct replacement for RemoteWare within the SAP product portfolio and the ability to purchase or receive support will be completely removed at the dates stated below. It is recommended that customers consider alternative vendor solutions as early as possible. Since RemoteWare can be used for a variety of functions, alternative solutions depend solely on how each customer is using RemoteWare.

Frequently Asked Questions (FAQ):

1. When will Remoteware maintenance contracts stop being renewed?

Ans: Maintenance ends on June 30, 2018. Renewals will not extend past that date.

2. What is the last day of maintenance for RemoteWare?

Ans: Customers paying for maintenance will continue to receive support until June 30, 2018.

3. Will SAP be providing security patches as part of their maintenance?

Ans: SAP will offer maintenance (security patches, bug fixes, etc) for customers on valid maintenance contracts up until June 30, 2018. No maintenance or support of any kind will be delivered after this date.

4. What about support after RemoteWare reaches End of Mainstream Maintenance?

Ans: The last day to receive service and support is planned for June 30, 2018. After this date, the product will no longer be available for download from SAP Service Market Place. Customers paying maintenance will continue to receive support until that date.

5. Will the customer's maintenance payment be pro-rated to co-terminate with the End of Maintenance date?

Ans: Yes. For example, if the customer's annual term now ends October 1, 2017, their new renewal will end June 30, 2018 and the customer will be billed for 9 months.

6. Can customers buy additional RemoteWare licenses? Until when?

Ans: Yes. RemoteWare is available for "More-of-the-Same" sales to existing customers on Sybase terms. Customer order fulfillment will end on June 30, 2018. Given the extra time required to process RemoteWare orders, SAP recommends that customers request quotes no later than March 31, 2018.

7. A customer needs access to a version of RemoteWare that is not available on SAP Service Marketplace - how can we give them access?

Ans: RemoteWare 4.3 is the only version available on Service Marketplace - older versions have already become EOL and did not go through tests and certifications necessary for being posted on Service Marketplace.

8. What if a customer needs for SAP to generate a replacement license key after End of Mainstream Maintenance on June 30, 2018?

Ans: SAP will continue to send replacement RemoteWare license key files after June 30, 2018. Customers can contact SAP support to request a replacement license key. They need to include their company name, their RemoteWare instance serial number and the name and email of the contact who should receive the replacement license key.

9. Is there a comparable SAP product that can replace RemoteWare?

Ans: SAP does not have a replacement for RemoteWare. Customers may want to consider other vendors based on each customer's use of RemoteWare.

10. What vendors have products that can replace RemoteWare?

Ans: Customers who use RemoteWare primarily for systems maintenance may want to consider endpoint management solutions. Customers who use the product for file synchronization and retrieving files from remote computers may want to consider backup, content management, and directory services solutions. There are also third party solutions from companies with domain expertise that are aimed specifically at current customers.

11. Whom can I contact, if I have more questions?

Ans: Product Questions: Don Coop - don.coop@sap.com

Technical/Support Questions: Customers can continue to open support incidents and receive product support until June 30, 2018.

Other Terms

RemoteWare End of Life, June 30 2018, RemoteWare support

Reason and Prerequisites

RemoteWare 4.3

RemoteWare 4.3 SP4

RemoteWare 4.3 SP4 Fix 021

Solution

Refer to KBA 2462259 for further details.

This document refers to

SAP Note/KBA	Title
2462259	End of Maintenance - RemoteWare

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2462259	End of Maintenance - RemoteWare

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