



HPE Service Activator 6.2

Discontinuance Announcement

Frequently Asked Questions

On July 1, 2016, Hewlett Packard Enterprise (HPE) announced the discontinuance for HPE Service Activator 6.2.

This document provides answers to frequently asked questions regarding this announcement

PRODUCT RELATED QUESTIONS

Question	When is HPE discontinuing Service Activator 6.2?
Answer	Effective 1-July-2016, HPE is discontinuing HPE Service Activator 6.2. Existing customers have been informed by their local sales representative about the End of Support Date (effective on 30-Jun-2019).
Question	Why is HPE discontinuing Service Activator?
Answer	Service Activator 6.2 product is going under discontinuance in accordance with our Release & Support Policy. Definitions of terms are documented in the product version obsolescence guidelines .
Question	What product numbers are affected by this obsolescence?
Answer	Service Activator and VPN Solution Pack 6.2 version and any Service Activator 6.x licenses are affected. Please refer to the Appendix A for the list of affected Product Numbers.

Question	Who can I contact if I have more questions with regards to this product discontinuance?
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: <ul style="list-style-type: none"> • hpe.com/software/support HPE Technical Support: • hpe.com/software/support (click on Support Contact & Community - Contact Us -Phone)
Question	Where can I find migration information for HPE Service Activator 6.2?
Answer	Your local HPE CMS sales representative can help you get this information.
Question	Is there any specificities for some customers ?
Answer	Some important points have however to be considered while migrating to HPE SA 8.0, specifically for: <ol style="list-style-type: none"> 1. Customers with solutions including the HPE SA Extension Pack <ul style="list-style-type: none"> • As HPE SA 6.2 was the last release offering Extension Pack features as an orderable options (HPE SA Extension Pack 6.1, end of sale since 1 February 2015 and will be end of support from 31 January 2017) , • as HPE SA 7.0 is the last release offering Extension Pack features (HPE SA Extension Pack 7.0) with licensing included in the Capacity based licensing model and • as HPE SA 8.0 does not support former HPE SA Extension Pack features as is, means no Extension Pack options is available anymore while capabilities are still there by other means • then it means that existing solutions using Extension Pack capability will require a redesign of their implementation 2. Customers with SA VPN Solution Pack deployed <ul style="list-style-type: none"> • HPE SA VPN 6.2 Solution Pack is obsoleted along with HPE SA 6.2 product • HPE SA VPN Solution Pack roadmap will be clarified soon, meanwhile HPE SA VPN solution pack is available for HPE SA 7.0.
Question	Where can I find extended support or new Service Activator software migration information?
Answer	Support extensions can be proposed under specific conditions, please contact your local CMS sales representative. For further information details please go through your local HPE Sales Representative.
Question	I plan to migrate my HPE Service Activator environment using in-house technical resources. Where do I get all the required software?
Answer	You can request the HPE Service Activator media by contacting your local HPE CMS sales representative.
Question	I received this communication but I have already migrated my HPE Service Activator solution. Do I need to do
Answer	No, nothing more.

SUPPORT CONTRACT RELATED QUESTIONS

Question	What is the End of Support date?
Answer	The End of Support date for Service Activator is June 30, 2019. As of this date all customer support activities for this version will cease,
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 are encouraged to contact their local HPE CMS sales representative for help in determining migration options that meet their 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	If I am on a support contract, what will I be entitled to?
Answer	All current active support contracts are still within the End of Support milestone. You should have received a notification from your local HPE CMS sales and support representatives who can help provide information and assistance to enable your upgrade to be easy and successful.
Question	When I migrate from HPE Service Activator 6.2 to latest HPE Service Activator release, can I continue my existing support contract until they expire?
Answer	Yes. It is however strongly recommended to start at the soonest the discussions on the support contract renewal with your local HPE CMS sales representative. Indeed, the only one licensing model that remains is the Capacity based model and related product numbers. As a consequence of the legacy product numbers unavailability from End of Support date, any new support offer go with the Capacity based product numbers. It is needed to work out the mapping of your current server based entitlement into a capacity based entitlement to set the proper quantity of each P/N in the support contract for preparing a support offer.
Question	When I migrate from HPE Service Activator 6.2 to latest HPE Service Activator release, can I expect the same support pricing compared to my version?
Answer	Yes. Despite the full move to the Capacity based model from the HPE Service Activator 7.0 release (move initiated with the discontinuance of HPE Service Activator 6.0) by model design and by migration process the new support pricing will remain unchanged.
Question	What migration services are available to help me migrate?

Answer

HPE CMS Solution Services can provide migration assistance as a services engagement. In addition, the product provides documentation for the migration process.

For more information please contact your HP CMS Sales representative, 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

If you do not have a current HP CMS Sales representative, please contact the HP Service Activator Product Management, (sebastien.evrard@hpe.com).

Respectfully,
Sebastien Evrard,
HP Service Activator Product Management



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