1 July 2016,

Dear Service Activator Customer,

In March 18th, 2016, HPE announced the availability of Service Activator V8.0 running on Red Hat Linux. This new Service Activator version improves upon previous Service Activator versions that you have been accustomed to, and provides significant new functionalities and enhancements such as:

- New notification module for communication with external systems
- New Service Order registry to store incoming service requets
- Additional features in the Inventory Builder Module
- Improved CRModel to better support Virtual Equipment
- Improved workflows management capability
- Improved Audit capability (new optional parameters)
- Improved GenericCLI plug-in

The release of Service Activator V8.0 impacts the End-of-Sale and End-of-Support dates of previous Service Activator releases as described below:

End of Sale and End of Support for Service Activator V6.2 and VPN Solution Pack 6.2

Service Activator V6.2 product support will end on 30 Jun 2019
Service Activator V6.2 will be no longer orderable or available for purchase on 1 July 2016

Please note that all Service Activator customers with active support contracts are eligible to upgrade to Service Activator V8.0 as a license upgrade.

While the Service Activator V6.2 version may continue to meet your immediate needs, HPE recommends that all customers upgrade to the highest versions provided as part of the license migration.

Some important points have however to be considered while migrating to HPE SA 8.0, specifically for:
1) Customers with solutions including the HPE SA Extension Pack
   - 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
   - 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.

More information

Should you have any questions about this end of availability communication, or for assistance in understanding the options available to you, please contact your local HPE sales representative or HPE software business partner. When providing information, please include your name, country, phone number, company name, product number and your HPE Service Agreement ID or HPE System Handle.

In addition, for technical assistance and information, please visit Software Support Online:
https://softwaresupport.hp.com/

HPE once again wishes to thank you for choosing Service Activator. We appreciate your business and look forward to continuing to serve your business needs in the future.

Sincerely,

Sebastien Evrard
HPE Service Activator Product Manager
HPE Communications and Media Solutions