



HPE CMS OSS Fulfillment Products and Solutions

Customer Support Matrices

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1 Introduction

The goal of this document is to keep you informed of the progress of all the on-going problems, enhancements or questions related to HPE Service Activator Support & Maintenance.

You will find hereafter:

- 2 MAINTENANCE RELEASES INFORMATION
- 3 GENERAL INFORMATION
- 4 SPARKS CALLS STATUS

This document was last updated: September 2015

2 What's new

2.1 HPE Service Activator

HPE Service Activator Product	Delivery date
HPE Service Activator 8.0	March 2015
Hotfix 1 for HPE SA V7.0-1A and HPE SP V7.0-1A	Jun 2015
HPE Service Activator 7.0	Jan 2015
HPE Service Activator Mobile Subscriber Activation 7.0	Jan 2015
HPE Service Activator VPN 7.0	Jan 2015

2.2 HPE Service Provisioner

HPE Service Provisioner Product	Delivery date
HPE Service Provisioner 8.0	March 2015
Hotfix 1 for HPE SA V7.0-1A and HPE SP V7.0-1A	Jun 2015
HPE Service Provisioner 7.0	Jan 2015
HPE Service Provisioner VPN Tech Extension 7.0	Jan 2015

2.3 HPE Trueview

HPE Service Provisioner Product	Delivery date
HPE Trueview 8.0	March 2015
HPE Trueview 2.1	Jan 2015

3 Retirement

Note: HPE CMS Software Obsolescence & Migrations information is available on:
<https://softwaresupport.hp.com/web/softwaresupport/obsolescence-cms>

3.1 HPE Service Activator

HPE Service Activator Product	Obsolescence Status
OVSA V3.6	End of Support
OVSA V4.0	End of Support
OVSA 4.1	End of Sale : 1-Nov-2010 End of Support : 31-Mar-2014
HPE SA V5.0, V6.0	End of Sale : 1-Mar-2014 End of Support : 31-Dec-2015
HPE SA V5.1	End of Sale : 1-Feb-2015 End of Support : 31-Dec-2017
HPE SA V6.1	End of Sale : 1-Mar-2014 End of Support : 31-Dec-2016
HPE SA V6.2	End of Sale : 1-July-2016 End of Support : 30-June-2019
HPE SA CE V5.0-2A	End of Life
HPE SA EP V2.4, V6.0	End of Sale : 1-Mar-2014 End of Support : 31-Dec-2015
HPE SA EP V5.1	End of Sale : 1-Feb-2015 End of Support : 30-Sep-2017
OVSA VPN V4.1, V4.2, V4.3	End of Sale : 31-Oct-2010 End of Support : 31-Mar-2014
OVSA VPN 4.4	End of Sale : 1-Nov-2010 End of Support : 31-Mar-2014
HPE SA VPN V5.0, V6.0	End of Sale : 1-Mar-2014 End of Support : 31-Dec-2015
HPE SA VPN V5.1	End of Sale : 1-Feb-2015 End of Support : 31-Dec-2017
HPE SA VPN V6.2	End of Sale : 1-July-2016 End of Support : 30-June-2019

3.2 HPE Service Provisioner

HPE Service Provisioner Product	Obsolescence Status
HPE Service Provisioner 1.0	End of Sale : 1-Feb-2015 End of Support : 28-Feb-2015

3.3 HPE Trueview

HPE Trueview Product	Obsolescence Status
HPE Trueview 2.0	End of Sale: 1-Feb-2015 End of Support : 28-Feb-2015
HPE Trueview 1.0	End of Sale: 1-Feb-2015 End of Support : 28-Feb-2015

4 HPE Service Activator Products versus OS summary

In green, release available

In blue, release on going

In red, no longer available

4.1 HPE Service Activator

Operaing System	HPE SA product release	Comments
LINUX RHEL 5	HPE Service Activator 5.1	Not supported anymore
LINUX RHEL 6	HPE Service Activator 6.2 / HPE Service Activator 7.0 / HPE Service Activator 8.0	
LINUX RHEL 7	Vnext	
Windows Server 2008 R2	HPE Service Activator 5.1 / HPE Service Activator 6.2	Not supported anymore
Windows Server 2012 R2	HPE Service Activator 7.0	No support of Windows after 7.0
HP-UX 11.31 for Itanium	HPE Service Activator 5.1 / HPE Service Activator 6.2 / HPE Service Activator 7.0	No support of HP-UX after 7.0
Sun Solaris 2.10 SPARC	HPE Service Activator 5.1	Not supported anymore

4.2 HPE Service Provisioner

Operaing System	HPE SP product release	Comments
LINUX RHEL 6	HPE Service Provisioner 7.0 / HPE Service Provisioner 8.0	
LINUX RHEL 7	Vnext	
HP-UX 11.31 for Itanium	HPE Service Provisioner 7.0	No support of HP-UX after 7.0

4.3 HPE Trueview

Operaing System	HPE TV product release	Comments
LINUX RHEL 6	Trueview 2.1 / Trueview 8.0	

HP-UX 11.31 for Itanium	Trueview 2.1	
Sun Solaris 10	Trueview 2.1	

5 HPE Service Activator Products versus Third Party Products dependencies summary

These tables display the latest version of third-party products qualified with HPE Service Activator. All third party products are the same for all OS platforms

In green, release available

In red, no longer supported

In orange, end of support date specified in customer letter available on <https://softwaresupport.hp.com/web/softwaresupport/obsolescence-cms>

In black, not yet planned

5.1 HPE Service Activator

5.1.1 Current HPE Service Activator releases

(*) WildFly is the new name for the community version of JBoss.

Third Party	HPE SA V7.0	HPE SA V8.0
Databases	Oracle 12c and 12c RAC EnterpriseDB PPAS 9.2	Oracle 12c and 12c RAC EnterpriseDB PPAS 9.4
JBOSS J2EE	9.2	Java EE7
JBOSS WS	7.1.3.Final	WildFly(*) 9.0.2
TomCat	4.0.5	Tomcat is not used anymore. Undertow
Java	JDK 7.0.11 for HP-UX 7 update 71 (64-bit) for Windows and Linux	Java SE Development Kit 8 update 60 (64-bit)
Web Clients	Mozilla Firefox 35 Chrome 39 Microsoft IE 11	Explorer 11.0, Firefox 35, or Chrome 48

5.1.2 Obsolete HPE Service Activator releases

Third Party	HPE SA V4.0	HPE SA V4.1	HPE SA V5.0 V50-1A, V50-1B	HPE SA V5.0 V50.1C	HPE SA V5.1	HPE SA V6.0	HPE SA V6.1	HPE SA V6.2
	End of Support	End of Support	End of Support 31-Dec-2015	End of Support 31-Dec-2015	End of Support date : 31-Dec-2017	End of Support 31-Dec-2015	End of Support date : 31-Dec-2016	End of Support date : 30-Jun-2019
Oracle	8.1.7, 9.2.0, 10g	10g	10g and RAC	10g, 10gRAC	10g, 11g, 10g RAC, 11g RAC	11g and 11gRAC	11g and 11g RAC	11g and 11g RAC

Third Party	HPE SA V4.0	HPE SA V4.1	HPE SA V5.0 V50-1A, V50-1B	HPE SA V5.0 V50.1C	HPE SA V5.1	HPE SA V6.0	HPE SA V6.1	HPE SA V6.2
	End of Support	End of Support	End of Support 31-Dec-2015	End of Support 31-Dec-2015	End of Support date : 31-Dec-2017	End of Support 31-Dec-2015	End of Support date : 31-Dec-2016	End of Support date : 30-Jun-2019
JBOSS J2EE	3.2.1 GA	3.2.1 GA	4.2.2 GA	4.2.2 GA	4.2.2 GA	7.0 GA	9.2	9.2
JBOSS WS	N/A	N/A	2.0.1	3.0.5 GA	3.0.5 GA	4.0.0	7.1.3.Final	7.1.3.Final
TomCat	4.1.24	6.0.10	6.0.10	6.0.10	6.0.10	N/A	4.0.5	4.0.5
Java	JDK 1.4.2 update 6	JDK 1.5.0	JDK 1.5.0 or later	JDK 1.5.0 or later	JDK 1.5.0_22 or later	JDK Java 6.0 Update	JDK 1.6.0_37 or later	JDK 1.6.0_37 or later
Web Clients	Microsoft IE 6.0 Netscape 7.0	Microsoft IE 6.0	Mozilla Firefox 3.0 Microsoft IE 6.0	Mozilla Firefox 3.0 Microsoft IE 6.0	Mozilla Firefox 3.6 Microsoft IE 8.0	Mozilla Firefox 8.0 Microsoft IE 9.0	Mozilla Firefox 17 Microsoft IE 9.0 Chrome 23	Mozilla Firefox 27 Microsoft IE 10.0 Chrome 23

5.2 HPE Service Provisioner

Third Party	HPE SP V7.0	HPE SP V8.0
Databases	Oracle 12c and 12c RAC EnterpriseDB PPAS 9.2	Oracle 12c and 12c RAC EnterpriseDB PPAS 9.4
JBOSS J2EE	9.2	Java EE7
JBOSS WS	7.1.3.Final	WildFly(*) 9.0.2
TomCat	4.0.5	Tomcat is not used anymore. Undertow
Java	JDK 7.0.11 for HP-UX 7 update 71 (64-bit) for Windows and Linux	Java SE Development Kit 8 update 60 (64 bit)
Web Clients	Mozilla Firefox 35 Chrome 39 Microsoft IE 11	Explorer 11.0, Firefox 35, or Chrome 48

5.3 HPE Trueview

Third Party	HPE TV V2.1	HPE TV V8.0
Databases	Oracle 11R2 PostgreSQL 9.1	Oracle 12c PostgreSQL 9.1

Third Party	HPE TV V2.1	HPE TV V8.0
Java	1.7	1.7
Web servers	WebLogic 12c JBOSS 6.2.1	WebLogic 12.1.2 JBOSS 6.2.1
Web Clients	Mozilla Firefox 30 Chrome 35 Microsoft IE 10, 11	Mozilla Firefox 42 Chrome 46 IE 11

6 Maintenance Releases Planning for all Operating Systems

In green, release available

In blue, release on going

In red, no longer supported

In orange, no longer supported except for Prior Support contract

In black, not yet planned

6.1 HPE Service Activator Framework

HPE Service Activator releases include Manufacturing Major releases, Manufacturing Minor releases, Service Pack releases and hotfix/maintenance releases. Each Major release includes major new functionality and architectural changes within HPE SA as well as updates to 3rd party products. Migrating to new Major versions may require significant customizations. Each Minor release includes major new functionality within HPE SA and includes all service packs and hot fixes. Each Service Pack release includes new functionality within HPE SA and includes all hot fixes. Each hot fix includes minor changes to functionality and correction of defects. Each hot fix within the HPE SA V5 release is cumulative and include previous hot fixes.

HPE SA Framework	Delivery date	Dependency	Operating System	Nb of pbs corrected	Comments
OVSA V4.0					
OVSA V4.0-1A	Apr 2004	Oracle 8.1.7 Oracle 9.2.0	HP-UX 11.11 Solaris 2.8 Windows 2003	NA	Manufacturing Major Release
OVSA V4.0-1A Patch01	Jun 2006	OVSA V4.0-1A Oracle 8.1.7 Oracle 9.2.0	HP-UX 11.11 Solaris 2.8 Windows 2003	~5	Hot-Fix release Updated Jun 2006
OVSA V4.0-1A Patch02	Aug 2005	OVSA V4.0-1A Oracle 8.1.7 Oracle 9.2.0	HP-UX 11.11 Solaris 2.8 Windows 2003	~5	Hot-Fix release
OVSA V4.0-1A Patch08	Mar 2006	OVSA V4.0-1A Oracle 8.1.7 Oracle 9.2.0	HP-UX 11.11 Solaris 2.8 Windows 2003	~5	Hot-Fix release
OVSA V4.0-1A Patch13	Jul 2007	OVSA V4.0-1A Oracle 8.1.7 Oracle 9.2.0	HP-UX 11.11 Solaris 2.8 Windows 2003	~5	Hot-Fix release
OVSA V4.1					
OVSA V4.1-1A	Jun 2005	Oracle 8.1.7 Oracle 9.2.0	HP-UX 11.11, 11.23 Solaris 8, 9 Windows 2003	NA	Manufacturing Minor Release
OVSA V4.1-1A Patch01	Jun 2006	OVSA V4.0-1A Oracle 8.1.7 Oracle 9.2.0	HP-UX 11.11, 11.23 Solaris 8, 9 Windows 2003	~5	Hot-Fix release Updated Jun 2006
OVSA V4.1-1A Patch02	Aug 2005	OVSA V4.0-1A Oracle 8.1.7 Oracle 9.2.0	HP-UX 11.11, 11.23 Solaris 8,9 Windows 2003	~5	Hot-Fix release
OVSA V4.1-1A Patch03	Oct 2005	OVSA V4.1-1A Oracle 8.1.7 Oracle 9.2.0	HP-UX 11.11, 11.23 Solaris 8, 9 Windows 2003	~5	Hot-Fix release
OVSA V4.1-1A Patch07	Feb 2006	OVSA V4.1-1A Oracle 8.1.7 Oracle 9.2.0	HP-UX 11.11, 11.23 Solaris 8, 9 Windows 2003	~5	Hot-Fix release

OVSA V4.0-1A Patch08	Mar 2006	OVSA V4.1-1A Oracle 8.1.7 Oracle 9.2.0	HP-UX 11.11, 11.23 Solaris 8, 9 Windows 2003	~5	Hot-Fix release
OVSA V4.1-1A Patch11	Jul 2006	OVSA V4.1-1A Oracle 8.1.7 Oracle 9.2.0	HP-UX 11.11, 11.23 Solaris 8, 9 Windows 2003	~5	Hot-Fix release Updated Jun 2006
OVSA V4.1-1A Patch12	Oct 2006	OVSA V4.1-1A Oracle 8.1.7 Oracle 9.2.0	HP-UX 11.11, 11.23 Solaris 8, 9 Windows 2003	~5	Hot-Fix release
OVSA V4.1-1A Patch14	Aug 2007	OVSA V4.1-1A Oracle 8.1.7 Oracle 9.2.0	HP-UX 11.11, 11.23 Solaris 8, 9 Windows 2003	~5	Hot-Fix release
OVSA V4.1-1A Patch15	Oct 2007	OVSA V4.1-1A Oracle 8.1.7 Oracle 9.2.0	HP-UX 11.11, 11.23 Solaris 8, 9 Windows 2003	~5	Hot-Fix release
OVSA V4.1-1A Patch16	Nov 2007	OVSA V4.1-1A Oracle 8.1.7 Oracle 9.2.0	HP-UX 11.11, 11.23 Solaris 8, 9 Windows 2003	~5	Hot-Fix release
OVSA V4.1-1A Patch18	Apr 2008	OVSA V4.1-1A Oracle 8.1.7 Oracle 9.2.0	HP-UX 11.11, 11.23 Solaris 8, 9 Windows 2003	~5	Hot-Fix release
OVSA V4.1-1A Patch20	Sep 2009	OVSA V4.1-1A Oracle 8.1.7 Oracle 9.2.0	HP-UX 11.11, 11.23 Solaris 8, 9 Windows 2003	~5	Hot-Fix release
HPE SA V5.0-1A					
HPE SA V5.0-1A	Feb 2008	Oracle 10g	HP-UX 11.23 Solaris 10 Windows 2003	NA	Manufacturing Major Release
HPE SA V5.0-1B					
HPE SA V5.0-1B	Aug 2008	HPE SA V5.0-1A Oracle 10g	HP-UX 11.23 Solaris 10 Windows 2003	NA	Service Pack Release
HPE SA V5.0-1B-1	Sept 2008	HPE SA V5.0-1A HPE SA V5.0-1B Oracle 10g	HP-UX 11.23 Solaris 10 Windows 2003 RHEL 5.2	~20	Hot-Fix release Include support for Linux
HPE SA V5.0-1B-2	Dec 2008	HPE SA V5.0-1A HPE SA V5.0-1B Oracle 10g, RAC	HP-UX 11.23 Solaris 10 Windows 2003 RHEL 5.2	~5	Hot-Fix release
HPE SA V5.0-1B-3	Apr 2009	HPE SA V5.0-1A HPE SA V5.0-1B Oracle 10g, RAC	HP-UX 11.23 Solaris 10 Windows 2003 RHEL 5.2	~5	Hot-Fix release
HPE SA V5.0-1B-4	Apr 2009	HPE SA V5.0-1A HPE SA V5.0-1B Oracle 10g, RAC	HP-UX 11.23 Solaris 10 Windows 2003 RHEL 5.2	~5	Hot-Fix release
HPE SA V5.0-1B-5	Dec 2009	HPE SA V5.0-1A HPE SA V5.0-1B Oracle 10g, RAC	HP-UX 11.23 Solaris 10	~0	Hot-Fix release

			Windows 2003 RHEL 5.2		
HPE SA V5.0-1B-6	Dec 2009	HPE SA V5.0-1A HPE SA V5.0-1B Oracle 10g, RAC	HP-UX 11.23 Solaris 10 Windows 2003 RHEL 5.2	~2	Hot-Fix release
HPE SA V5.0-1B-7	Jan 2010	HPE SA V5.0-1A HPE SA V5.0-1B Oracle 10g, RAC	HP-UX 11.23 Solaris 10 Windows 2003 RHEL 5.2	~2	Hot-Fix release
HPE SA V5.0-1B-8	Feb 2010	HPE SA V5.0-1A HPE SA V5.0-1B Oracle 10g, RAC	HP-UX 11.23 Solaris 10 Windows 2003 RHEL 5.2	~2	Hot-Fix release
HPE SA V5.0-1B-9	Mar 2010	HPE SA V5.0-1A HPE SA V5.0-1B Oracle 10g, RAC	HP-UX 11.23 Solaris 10 Windows 2003 RHEL 5.2	~2	Hot-Fix release
HPE SA V5.0-1C					
HPE SA V5.0-1C	July 2009	HPE SA V5.0-1A Oracle 10g, RAC	HP-UX 11.23 Solaris 10 Windows 2003 RHEL 5.2	NA	Service Pack Release
HPE SA V5.0-1C-1	Oct 2009	HPE SA V5.0-1A HPE SA V5.0-1C Oracle 10g, RAC	HP-UX 11.23 Solaris 10 Windows 2003 RHEL 5.2	~5	Hot-Fix release
HPE SA V5.0-1C-2	Nov 2009	HPE SA V5.0-1A HPE SA V5.0-1C Oracle 10g, RAC	HP-UX 11.23 Solaris 10 Windows 2003 RHEL 5.2	~5	Hot-Fix release
HPE SA V5.0-1C-3	Jan 2010	HPE SA V5.0-1A HPE SA V5.0-1C Oracle 10g, RAC	HP-UX 11.23 Solaris 10 Windows 2003 RHEL 5.2	~5	Hot-Fix release
HPE SA V5.0-1C-4	Jan 2010	HPE SA V5.0-1A HPE SA V5.0-1C Oracle 10g, RAC	HP-UX 11.23 Solaris 10 Windows 2003 RHEL 5.2	~5	Hot-Fix release
HPE SA V5.0-1C-5	Mar 2010	HPE SA V5.0-1A HPE SA V5.0-1C Oracle 10g, RAC	HP-UX 11.23 Solaris 10 Windows 2003 RHEL 5.2	~5	Hot-Fix release
HPE SA V5.0-1C-6	April 2010	HPE SA V5.0-1A HPE SA V5.0-1C Oracle 10g, RAC	HP-UX 11.23 Solaris 10 Windows 2003 RHEL 5.2	~5	Hot-Fix release
HPE SA V5.0-1C-7	July 2010	HPE SA V5.0-1A HPE SA V5.0-1C Oracle 10g, RAC	HP-UX 11.23 Solaris 10 Windows 2003 RHEL 5.2	~10	Hot-Fix release

HPE SA V5.0-1C-8	August 2010	HPE SA V5.0-1A HPE SA V5.0-1C Oracle 10g, RAC	HP-UX 11.23 Solaris 10 Windows 2003 RHEL 5.2	~3	Hot-Fix release
HPE SA V5.0-1C-9	October 2010	HPE SA V5.0-1A HPE SA V5.0-1C Oracle 10g, RAC	HP-UX 11.23 Solaris 10 Windows 2003 RHEL 5.2	2	Hot-Fix release
HPE SA V5.0-1C-10	October 2010	HPE SA V5.0-1A HPE SA V5.0-1C Oracle 10g, RAC	HP-UX 11.23 Solaris 10 Windows 2003 RHEL 5.2	1	Hot-Fix release
HPE SA V5.0-1C-11	March 2011	HPE SA V5.0-1A HPE SA V5.0-1C Oracle 10g, RAC	HP-UX 11.23 Solaris 10 Windows 2003 RHEL 5	2	Hot-Fix release
HPE SA V5.0-1C-12	November 2011	HPE SA V5.0-1A HPE SA V5.0-1C Oracle 10g, RAC	HP-UX 11.23 Solaris 10 Windows 2003 RHEL 5	2	Hot-Fix release
HPE SA V5.0-1C-13	May 2012	HPE SA V5.0-1A HPE SA V5.0-1C Oracle 10g, RAC	HP-UX 11.23 Solaris 10 Windows 2003 RHEL 5	1	Hot-Fix release
HPE SA V5.0-1C-14	September 2013	HPE SA V5.0-1A HPE SA V5.0-1C Oracle 10g, RAC	HP-UX 11.23 Solaris 10 Windows 2003 RHEL 5	2	Hot-Fix release
HPE SA V5.0-1C-15	April 2014	HPE SA V5.0-1A HPE SA V5.0-1C Oracle 10g, RAC	HP-UX 11.23 Solaris 10 Windows 2003 RHEL 5	1	Hot-Fix release
HPE SA V5.1-1A					
HPE SA V5.1-1A	July 2010	HPE SA V5.1-1A Oracle 10g, Oracle 11g, Oracle10g/11g RAC	HP-UX 11.31 Solaris 10 Windows 2008 R2, RHEL 5.4	NA	Manufacturing Minor Release
HPE SA V5.1-1A-1	September 2010	HPE SA V5.1-1A Oracle 10g, Oracle 11g, Oracle10g/11g RAC	HP-UX 11.31 Solaris 10 Windows 2008 R2, RHEL 5.4	~10	Hot-Fix release
HPE SA V5.1-1A-2	October 2010	HPE SA V5.1-1A Oracle 10g, Oracle 11g, Oracle10g/11g RAC	HP-UX 11.31 Solaris 10 Windows 2008 R2, RHEL 5.4	~5	Hot-Fix release
HPE SA V5.1-1A-3	December 2010	HPE SA V5.1-1A Oracle 10g, Oracle 11g, Oracle 10g/11g RAC	HP-UX 11.31, Solaris 10, Windows 2008 R2, RHEL 5.4	~25 Note: New version of CRModel	Hot-Fix release

HPE SA V5.1-1A-4	March 2011	HPE SA V5.1-1A Oracle 10g, Oracle 11g, Oragle 10g/11g RAC	HP-UX 11.31, Solaris 10, Windows 2008 R2, RHEL 5.4	~23	Hot-Fix release
HPE SA V5.1-1A-5	April 2011	HPE SA V5.1-1A Oracle 10g, Oracle 11g, Oragle 10g/11g RAC	HP-UX 11.31, Solaris 10, Windows 2008 R2, RHEL 5.6	~15	Hot-Fix release
HPE SA V5.1-1A-6	June 2011	HPE SA V5.1-1A Oracle 10g, Oracle 11g, Oragle 10g/11g RAC	HP-UX 11.31, Solaris 10, Windows 2008 R2, RHEL 5.6	~6	Hot-Fix release
HPE SA V5.1-1A-7	August 2011	HPE SA V5.1-1A Oracle 10g, Oracle 11g, Oragle 10g/11g RAC	HP-UX 11.31, Solaris 10, Windows 2008 R2, RHEL 5.6	~4	Hot-Fix release
HPE SA V5.1-1A-8	October 2011	HPE SA V5.1-1A Oracle 10g, Oracle 11g, Oragle 10g/11g RAC	HP-UX 11.31, Solaris 10, Windows 2008 R2, RHEL 5.6	~2	Hot-Fix release
HPE SA V5.1-1A-9	Jan 2012	HPE SA V5.1-1A Oracle 10g, Oracle 11g, Oragle 10g/11g RAC	HP-UX 11.31, Solaris 10, Windows 2008 R2, RHEL 5.6	~3	Hot-Fix release
HPE SA V5.1-1A-10	March 2012	HPE SA V5.1-1A Oracle 10g, Oracle 11g, Oragle 10g/11g RAC	HP-UX 11.31, Solaris 10, Windows 2008 R2, RHEL 5.6	~7	Hot-Fix release
HPE SA V5.1-1A-11	June 2012	HPE SA V5.1-1A Oracle 10g, Oracle 11g, Oragle 10g/11g RAC	HP-UX 11.31, Solaris 10, Windows 2008 R2, RHEL 5.6	~13	Hot-Fix release
HPE SAV5.1-1A-12	September 2012	HPE SA V5.1-1A Oracle 10g, Oracle 11g, Oragle 10g/11g RAC	HP-UX 11.31, Solaris 10, Windows 2008 R2, RHEL 5.6	~6	Hot-Fix release
HPE SAV5.1-1A-13	March 2013	HPE SA V5.1-1A Oracle 10g, Oracle 11g, Oragle 10g/11g RAC	HP-UX 11.31, Solaris 10, Windows 2008 R2, RHEL 5.6	~5	Hot-Fix release
HPE SAV5.1-1A-14	November 2013	HPE SA V5.1-1A Oracle 10g, Oracle 11g, Oragle 10g/11g RAC	HP-UX 11.31, Solaris 10, Windows 2008 R2, RHEL 5.6	~4	Hot-Fix release
HPE SAV5.1-1A-15	May 2014	HPE SA V5.1-1A Oracle 10g, Oracle 11g, Oragle 10g/11g RAC	HP-UX 11.31, Solaris 10, Windows 2008 R2, RHEL 5.6	2	Hot-Fix release
HPE SAV5.1-16	September 2014	HPE SA V5.1-1A Oracle 10g, Oracle 11g, Oragle 10g/11g RAC	HP-UX 11.31, Solaris 10, Windows 2008 R2, RHEL 5.6	1	Hot-Fix release
HPE SA V6.0-1A					

HPE SA V6.0-1A	December 2011	HPE SA V6.0-1A Oracle 11g, Oracle/11g RAC	HP-UX 11.31 Windows 2008 R2, RHEL 6.1	NA	Manufacturing Major Release
HPE SA V60-1A-1	February 2012	HPE SA V6.0-1A Oracle 11g, Oracle/11g RAC	HP-UX 11.31 Windows 2008 R2, RHEL 6.1	~15	Hot-Fix release
HPE SA V60-1A-2	March 2012	HPE SA V6.0-1A Oracle 11g, Oracle/11g RAC	HP-UX 11.31 Windows 2008 R2, RHEL 6.1	~5	Hotfix release
HPE SA V60-1A-3	April 2012	HPE SA V6.0-1A Oracle 11g, Oracle/11g RAC	HP-UX 11.31 Windows 2008 R2, RHEL 6.1	~11	Hotfix release
HPE SA V60-1A-4	May 2012	HPE SA V6.0-1A Oracle 11g, Oracle/11g RAC	HP-UX 11.31 Windows 2008 R2, RHEL 6.1	~11	Hotfix release
HPE SA V60-1A-5	August 2012	HPE SA V6.0-1A Oracle 11g, Oracle/11g RAC	HP-UX 11.31 Windows 2008 R2, RHEL 6.1	~13	Hotfix release
HPE SA V60-1A-7	December 2012	HPE SA V6.0-1A Oracle 11g, Oracle/11g RAC	HP-UX 11.31 Windows 2008 R2, RHEL 6.1	~6	Hotfix release
HPE SA V60-1A-8	March 2013	HPE SA V6.0-1A Oracle 11g, Oracle/11g RAC	HP-UX 11.31 Windows 2008 R2, RHEL 6.1	~14	Hotfix release
HPE SA V60-1A-9	May 2013	HPE SA V6.0-1A Oracle 11g, Oracle/11g RAC	HP-UX 11.31 Windows 2008 R2, RHEL 6.1	~3	Hotfix release
HPE SA V60-1A-10	October 2013	HPE SA V6.0-1A Oracle 11g, Oracle/11g RAC	HP-UX 11.31 Windows 2008 R2, RHEL 6.1	~7	Hotfix release
HPE SA V60-1A-11	January 2014	HPE SA V6.0-1A Oracle 11g, Oracle/11g RAC	HP-UX 11.31 Windows 2008 R2, RHEL 6.1	~3	Hotfix release
HPE SA V6.1-1A					
HPE SA V6.1-1A	Dec 2012	HPE SA V6.1 Oracle 11g Oracle/11g RAC PPAS 9.2	HP-UX 11.31 Windows 2008 R2, RHEL 6.3	NA	Minor Manufacturing Release
HPE SA V6.1-1A-1	May 2013	HPE SA V6.1 Oracle 11g	HP-UX 11.31 Windows 2008	~27	Hotfix release

		Oracle/11g RAC PPAS 9.2	R2, RHEL 6.3		
HPE SA V6.1-1A-2	July 2013	HPE SA V6.1 Oracle 11g Oracle/11g RAC PPAS 9.2	HP-UX 11.31 Windows 2008 R2, RHEL 6.3	~7	Hotfix release
HPE SA V6.1-1A-3	January 2014	HPE SA V6.1 Oracle 11g Oracle/11g RAC PPAS 9.2	HP-UX 11.31 Windows 2008 R2, RHEL 6.3	~9	Hotfix release
HPE SA V6.2-1A					
HPE SA V6.2-1A	November 2013	HPE SA V6.2 Oracle 11g Oracle/11g RAC PPAS 9.2	HP-UX 11.31 Windows 2008 R2, RHEL 6.4	NA	Minor Manufacturing Release
HPE SA V6.2-1A-1	June 2014	HPE SA V6.2 Oracle 11g Oracle/11g RAC PPAS 9.2	HP-UX 11.31 Windows 2008 R2, RHEL 6.4	~22	Hotfix release
HPE SA V6.2-1A-2	June 2014	HPE SA V6.2 Oracle 11g Oracle/11g RAC PPAS 9.2	HP-UX 11.31 Windows 2008 R2, RHEL 6.4	~2	Hotfix release
HPE SA V6.2-1A-3	September 2014	HPE SA V6.2 Oracle 11g Oracle/11g RAC PPAS 9.2	HP-UX 11.31 Windows 2008 R2, RHEL 6.4	~10	Hotfix release
HPE SA V6.2-1A-4	September 2014	HPE SA V6.2 Oracle 11g Oracle/11g RAC PPAS 9.2	HP-UX 11.31 Windows 2008 R2, RHEL 6.4	~1	Hotfix release
HPE SA V6.2-1A-5	October 2014	HPE SA V6.2 Oracle 11g Oracle/11g RAC PPAS 9.2	HP-UX 11.31 Windows 2008 R2, RHEL 6.4	~8	Hotfix release
HPE SA V6.2-1A-6	December 2014	HPE SA V6.2 Oracle 11g Oracle/11g RAC PPAS 9.2	HP-UX 11.31 Windows 2008 R2, RHEL 6.4	~7	Hotfix release
HPE SA V6.2-1A-7	February 2015	HPE SA V6.2 Oracle 11g Oracle/11g RAC PPAS 9.2	HP-UX 11.31 Windows 2008 R2, RHEL 6.4	~3	Hotfix release
HPE SA V7.0-1A					
HPE SA V7.0-1A	January 2015	Oracle 12 Oracle/12 RAC PPAS 9.2	HP-UX 11.31 Windows 2012 R2, RHEL 6.6	NA	Major Manufacturing Release

HPE SA V7.0-1A-1	June 2015	HPE SA V7.0 Oracle 12c Oracle/12c RAC PPAS 9.2	HP-UX 11.31 Windows 2008 R2, RHEL 6.4	~10	Hotfix release
HPE SA V8.0-1A					
	March 2016	Oracle 12 Oracle/12 RAC PPAS 9.4	RHEL 6	NA	Major Manufacturing Release

6.2 HPE Service Activator Extension Pack (End of Sale)

The HPE Service Activator extension pack product is not sold anymore. No replacement product has been made available. Instead, as the extension pack features was usable only with the HPE Service Activator product, the features are delivered along with HPE Service Activator and customers are entitled to use them depending on the deployed solution. However, the extension Functions are still temporarily packaged together into a dedicated kit to simplify upgrades for existing customers.

HPE SA Extension Pack	Delivery date	Dependency	Operating System	Nb of pbs corrected	Comments
HPE SA Extension Pack V2.4.3					
HPE SA Extension Pack V2.4.3	Aug 09	OVSA V4.1-1A or HPE SA V5.0-1A	HP-UX 11.11, 11.23 Solaris 2.9, 2.10 Windows 2003 RHEL 5.2	NA	Major Manufacturing Release
HPE SA Extension Pack V5.1					
HPE SA Extension Pack V5.1	Aug 10	HPE SA V5.1-1A	HP-UX 11.31 Solaris 10 Windows 2008 R2 RHEL 5.4	NA	Minor Manufacturing Release
HPE SA EP51-1	Oct 10	HPE SA V5.1-1A-2	HP-UX 11.31 Solaris 10 Windows 2008 R2 RHEL 5.4	~8	Hotfix release
HPE SA EP51-2	Nov 10	HPE SA V5.1-1A-2	HP-UX 11.31 Solaris 10 Windows 2008 R2 RHEL 5.4	~5	Hotfix release
HPE SA EP51-3	Dec 10	HPE SA V5.1-1A-2	HP-UX 11.31 Solaris 10 Windows 2008 R2 RHEL 5.4	~2	Hotfix release
HPE SA EP51-4	April 11	HPE SA V5.1-1A-2	HP-UX 11.31 Solaris 10 Windows 2008 R2 RHEL 5.4	~2	Hotfix release
HPE SA EP51-5	May 11	HPE SA V5.1-1A-2	HP-UX 11.31 Solaris 10 Windows 2008	~20	Hotfix release

			R2 RHEL 5.4		
HPE SA EP51-6	Sep 11	HPE SA V5.1-1A-2	HP-UX 11.31 Solaris 10 Windows 2008 R2 RHEL 5.4	~12	Hotfix release
HPE SA EP51-7	Dec 11	HPE SA V5.1-1A-2	HP-UX 11.31 Solaris 10 Windows 2008 R2 RHEL 5.4	~10	Hotfix release
HPE SA EP51-8	Jan 12	HPE SA V5.1-1A-2	HP-UX 11.31 Solaris 10 Windows 2008 R2 RHEL 5.4	~5	Hotfix release
HPE SA EP51-9	Mar 12	HPE SA V5.1-1A-2	HP-UX 11.31 Solaris 10 Windows 2008 R2 RHEL 5.4	~6	Hotfix release
HPE SA EP51-10	Apr 12	HPE SA V5.1-1A-2	HP-UX 11.31 Solaris 10 Windows 2008 R2 RHEL 5.4	~4	Hotfix release
HPE SA EP51-11	Jun 12	HPE SA V5.1-1A-2	HP-UX 11.31 Solaris 10 Windows 2008 R2 RHEL 5.4	~2	Hotfix release
HPE SA EP51-12	Aug 12	HPE SA V5.1-1A-2	HP-UX 11.31 Solaris 10 Windows 2008 R2 RHEL 5.4	~1	Hotfix release
HPE SA EP51-13	Oct 2012	HPE SA V5.1-1A-2	HP-UX 11.31 Solaris 10 Windows 2008 R2 RHEL 5.4	~4	Hotfix release
HPE SA EP51-14	March 2013	HPE SA V5.1-1A-2	HP-UX 11.31 Solaris 10 Windows 2008 R2 RHEL 5.4	~13	Hotfix release
HPE SA EP51-15	October 2013	HPE SA V5.1-1A-2	HP-UX 11.31 Solaris 10 Windows 2008 R2 RHEL 5.4	~5	Hotfix release
HPE SA EP51-16	Nov 2013	HPE SA V5.1-1A-2	HP-UX 11.31 Solaris 10 Windows 2008	~3	Hotfix release

			R2 RHEL 5.4		
HPE SA EP51-17	June 2014	HPE SA V5.1-1A-2	HP-UX 11.31 Solaris 10 Windows 2008 R2 RHEL 5.4	~2	Hotfix release
HPE SA Extension Pack V6.0					
HPE SA EP 6.0	June 2012	HPE SA V6.0-1A	HP-UX 11.31 Windows 2008 R2 RHEL 6.1	NA	Minor Manufacturing Release
HPE SA EP 6.0-1	Jan 2014	HPE SA V6.0-1A	HP-UX 11.31 Windows 2008 R2 RHEL 6.1	~23	Hotfix release
HPE SA Extension Pack V6.1					
HPE SA EP 6.1	June 2013	HPE SA V6.2-1A	HP-UX 11.31 Windows 2008 R2 RHEL 6.3	NA	Minor Manufacturing Release
HPE SA EP 6.1-1	January 2014	HPE SA V6.2-1A	HP-UX 11.31 Windows 2008 R2 RHEL 6.3	~11	Hotfix release
HPE SA EP 6.1-2	July 2014	HPE SA V6.2-1A	HP-UX 11.31 Windows 2008 R2 RHEL 6.3	~3	Hotfix release
HPE SA EP 6.1-3	Nov 2014	HPE SA V6.2-1A	HP-UX 11.31 Windows 2008 R2 RHEL 6.3	~3	Hotfix release
HPE SA EP 6.1-4	May 2015	HPE SA V6.2-1A	HP-UX 11.31 Windows 2008 R2 RHEL 6.3	~6	Hotfix release
HPE SA Extension Pack V7.0					
HPE SA EP 7.0	January 2015	HPE SA V7.0-1A	HP-UX 11.31 Windows 2008 R2 RHEL 6.5	NA	Major Manufacturing Release Note : Software kit available only for migration needs

6.3 HPE Service Activator VPN SVP

HPE SA VPN SVP	Delivery date	Dependency	Operating System	Nb of pbs corrected	Comments
OVSA VPN SVP V4.1					
OVSA VPN SVP V4.4	Apr 2008	OVSA V4.1-1A	HP-UX 11.11, 11.23 Solaris 2.8, 2.9 Windows 2003	NA	Major Manufacturing release
HPE SA VPN SVP V5.0					
HPE SA VPN SVP V5.0-2A	Sept 2008	HPE SA V5.0-1B	HP-UX 11.23 Solaris 2.10	NA	Major Manufacturing release

			Windows 2003 RHEL 5.2		
HPE SA VPN SVP V5.0-2B	May 2009	HPE SA V5.0-1B HPE SA V5.0-1B-5 HPE SA VPN SVP V5.0-2A	HP-UX 11.23 Solaris 2.10 Windows 2003 RHEL 5.2	~55	Hot-Fix release
HPE SA VPN SVP V5.0-3A	Oct 2009	HPE SA V5.0-1C HPE SA V5.0-1C-1	HP-UX 11.23 Solaris 2.10 Windows 2003 RHEL 5.2	NA	Service Pack Release
HPE SA VPN SVP V5.0-3B	Dec 2009	HPE SA V5.0-1C HPE SA V5.0-1C-2 HPE SA VPN SVP V5.0- 3A	HP-UX 11.23 Solaris 2.10 Windows 2003 RHEL 5.2	NA	Hot-Fix release
HPE SA VPN SVP V5.0-3C	Mar 2010	HPE SA V5.0-1C HPE SA V5.0-1C-5 HPE SA VPN SVP V5.0- 3A	HP-UX 11.23 Solaris 2.10 Windows 2003 RHEL 5.2	~20	Hot-Fix release
HPE SA VPN SVP V5.0-3D	July 2010	HPE SA V5.0-1C HPE SA V5.0-1C-5 HPE SA VPN SVP V5.0- 3A	HP-UX 11.23 Solaris 2.10 Windows 2003 RHEL 5.2	~30	Hot-Fix release
HPE SA VPN SVP V5.1					
HPE SA VPN SVP V5.1-1A	Dec 2010	HPE SA V5.1-1A	HP-UX 11.31 Solaris 10 Windows 2008 R2 RHEL 5.4	NA	Major Manufacturing release
HPE SA VPN SVP V5.1-2A	Mar 2011	HPE SA V5.1-1A HPE SA V5.1-1A-4 HPE SA VPN SVP V5.1-1A	HP-UX 11.31 Solaris 10 Windows 2008 R2 RHEL 5.4	~7	Service Pack release
HPE SA VPN SVP V5.1-2B	Nov 2011	HPE SA V5.1-1A HPE SA V5.1-1A-5 HPE SA VPN SVP V5.1-2A	HP-UX 11.31 Solaris 10 Windows 2008 R2 RHEL 5.4	~7	Service Pack release
HPE SA VPN SVP V6.0					
HPE SA VPN SVP V6.0-1A	May 2012	HPE SA V6.0-1A	HP-UX 11.31 Windows 2008 R2 RHEL 6.1	NA	Major Manufacturing release
HPE SA VPN SVP V6.0-1B	Oct 2012	HPE SA V6.0-1A HPE SA V6.0-1A-3 HPE SA VPN SVP V6.0-1A	HP-UX 11.31 Windows 2008 R2 RHEL 6.1	~14	Service Pack release
HPE SA VPN SVP V6.0-1C	July 2013	HPE SA V6.0-1A HPE SA V6.0-1A-9 HPE SA VPN SVP V6.0-1B	HP-UX 11.31 Windows 2008 R2 RHEL 6.1	~5	Service Pack release
HPE SA VPN SVP V6.0-1D	May 2014	HPE SA V6.0-1A HPE SA V6.0-1A-11	HP-UX 11.31 Windows 2008	~6	Service Pack release

		HPE SA VPN SVP V6.0-1C	R2 RHEL 6.1		
HPE SA VPN SVP V6.2					
HPE SA VPN SVP V6.2-1A	May 2012	HPE SA V6.2-1A	HP-UX 11.31 Windows 2008 R2 RHEL 6.4	NA	Major Manufacturing release
HPE SA VPN SVP V6.2-1B	Dec 2013	HPE SA V6.2-1A HPE SA VPN SVP V6.2-1A	HP-UX 11.31 Windows 2008 R2 RHEL 6.4	~3	Service Pack release
HPE SA VPN SVP V6.2-1C	July 2014	HPE SA V6.2-1B HPE SA 6.2-1A-2 HPE SA VPN SVP V6.2-1B	HP-UX 11.31 Windows 2008 R2 RHEL 6.4	~9	Service Pack release
HPE SA VPN SVP V6.2-2A	Nov 2014	HPE SA V6.2-1A HPE SA 6.2-1A-5 HPE SA VPN SVP V6.2-1C	HP-UX 11.31 Windows 2008 R2 RHEL 6.4	~5	Service Pack release
HPE SA VPN SVP V6.2-2B	Feb 2014	HPE SA V6.2-1A HPE SA 6.2-1A-5 HPE SA VPN SVP V6.2-2A	HP-UX 11.31 Windows 2008 R2 RHEL 6.4	~4	Service Pack release
HPE SA VPN SVP V7.0					
HPE SA VPN SVP V7.0-1A	Jan 2015	HPE SA V7.0-1A	HP-UX 11.31 Windows 2008 R2 RHEL 6.5	NA	Major Manufacturing release

6.4 HPE Service Activator CE SVP (End of Life)

HPE SA Carrier Ethernet SVP	Date	Dependency	Operating System	Nb of pbs corrected	Comments
HPE SA CE V5.0					
HPE SA CE V5.0-2A	Sept 2008	HPE SA V5.0-1B	HP-UX 11.23 Solaris 2.10 Windows 2003 RHEL 5.2	NA	Major Manufacturing release
HPE SA CE V5.0-2A	June 2011				End of Life and Support

6.5 HPE Service Activator NP (End of Sale)

HPE SA Number Portability Solution	Delivery date	Dependency	Operating System	Nb of pbs corrected	Comments
HPE Number Portability Solution V5.0					
HPE NP V5.0	Mar 2010	HPE SA V5.0-1A HPE SA V5.0-1C HPE SA V5.0-1C-3	HP-UX 11.23 Solaris 2.10 Windows	NA	Major Manufacturing release.

			2003 RHEL 5.2		
HPE NP V5.1	Mar 2011	HPE SA V5.1-1A HPE SA V5.1-1A-4	HP-UX 11.23 Solaris 2.10 Windows 2003 RHEL 5.2	NA	Major Manufacturing release.

6.6 HPE Service Provisioner

HPE SP	Delivery date	Dependency	Operating System	Nb of pbs corrected	Comments
HPE SP V1.0					
HPE SP 1.0	November 2013	Oracle 11g Oracle/11g RAC PPAS 9.2	HP-UX 11.31 Windows 2008 R2, RHEL 6.4	NA	Manufacturing Major Release
HPE SP V7.0					
HPE SP v7.0-1A	January 2015	Oracle 12 Oracle/12 RAC PPAS 9.2	HP-UX 11.31 Windows 2012 R2, RHEL 6.6	NA	Major Manufacturing Release
HPE SP V8.0					
HPE SP v8.0-1A	March 2016	Oracle 12 Oracle/12 RAC PPAS 9.4	RHEL 6	NA	Major Manufacturing Release

6.7 HPE Trueview

HPE TV	Delivery date	Dependency	Operating System	Nb of pbs corrected	Comments
HPE TV 1.0					
HPE TV 1.0	Oct 2012	Oracle 11g PostgreSQL 9.1	HP-UX 11.31 Solaris 10 RHEL 5.7	NA	Manufacturing Major Release
HPE TV 2.0					
HPE TV 2.0	Sept 2013	Oracle 11R2 PostgreSQL 9.1	HP-UX 11.31 Solaris 10 RHEL 5.7	NA	Manufacturing Major Release
HPE TV 2.1					
HPE TV 2.1	January 2015	Oracle 11R2 PostgreSQL 9.1	HP-UX 11.31 Solaris 10 RHEL 6	NA	Manufacturing Major Release
HPE TV 8.0					
HPE TV 8.0	March 2016	Oracle 12c PostgreSQL 9.1	HP-UX 11 Solaris 11	NA	Manufacturing Major Release

			RHEL 7.1		
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7 Sparks – Call handling system

7.1 Severity levels defined into SPARKS

CRITICAL (SL1)	SERIOUS (SL2)	STANDARD (SL3)	LOW (SL4)
<p>Production Environment Down: Production system or production application down/at severe risk; data corruption/loss risk; business severely affected; some safety issues</p>	<p>Production Environment Severely Impaired: System or production application interrupted/ compromised; risk of reoccurrence and significant impact on business</p>	<p>Production Environment Impaired: Restricted application use, incompatibility, 7%-20% performance degradation</p>	<p>Non-critical Functionality Lost: Problem has minimal impact on the business</p>
<p>BCS/Strategic customer escalation. Product is not usable and production is down or seriously impacted with no obvious workaround. Data loss or silent data corruption.</p>	<p>Product is usable but severely restricted resulting in serious operational impact with no obvious and/or easily reached workaround available. Data integrity and recoverability is at risk.</p>	<p>Product operational - data integrity and recoverability is not at risk. Problems have known and/ or easily reachable workarounds. Badly reported error conditions. Documentation issues related to the product functionality and/ or limitations missing.</p>	<p>Problem operational with minor product usage inconvenience or annoyances. No impact to data integrity and recoverability. Documentation typos. Lacking error message text.</p>

7.2 HPE Service Activator External Web site

SSO is the HPE Software customer support web portal. HPE SA technical support information is available to customers directly through SSO, 24x7x365.

To access the main SSO portal page, go to <https://softwaresupport.hp.com/>
All features are accessible through the main page, or by going directly to the URL listed below.

7.3 HPE Service Activator Software Patches

Patches are available online through HPE Software Support Online in the Patch Portlet on customers Personalized Dashboard (HPE Passport required). Customers may register to receive proactive e-mail notification of patches for their selected products
<https://softwaresupport.hp.com/group/softwaresupport/email-notification>

Learn more at
[hpe.com/xxxxxx](https://softwaresupport.hp.com/)