

CUSTOMER SUPPORT MATRIX

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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 HP Service Activator Support & Maintenance.

You will find hereafter:

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

Please read this document in 132 columns mode. An HTML version can be sent upon request.

HP ER (Early Release)

→ field-test sites are identified and migration to the HP MR software kits is mandatory at the HP MR date.

HP MR (Manufacturing Release)

→ the software can be downloaded via ftp (loan licenses can be given waiting HP SR date)

HP SR (Shipment Release)

→ Product is orderable (licenses + CDROM)

This document was last updated xxxxxx

2 What's new?

- **VPNSVP-V60-1A** released May 2012. This is based on the HPSA V6.0-1A framework.
- HPSA V6.0-1A release December 2011. Note Sun Solaris 10 operating system and SPARCS platform is not supported in this release.
- Cumulative Patch V60-1A-5 for **HPSA V6.0-1A** incorporating the V60-1A-4, V60-1A-3, V60-1A-2 and V60-1A-1 patches are now available.
- Cumulative Patch V51-1A-11 for **HPSA V5.1-1A**, incorporating the V51-1A-10, V51-1A-9, V51-1A-8, V51-1A-7, V51-1A-6, V51-1A-5, V51-1A-4, V51-1A-3, V10-1A-2 and V51-1A-1 patches is now available.
- Cumulative Patch V50-1C-13 for **HPSA V5.0-1C**, incorporating the V50-1C-12, V50-1C-11, V50-1C-10, V50-1C-9, V50-1C-8, V50-1C-7, V50-1C-6, V50-1C-5, V50-1C-4, V50-1C-3, V50-1C-2 and V50-1C-1 patches is now available.
- Cumulative Patch EP51-12 for **HPSA Extension Pack 5.1**, incorporating the EP51-12, EP51-11, EP51-10, EP51-9, EP51-8, EP51-7, EP51-6, EP51-5, EP51-4, EP51-3, EP51-2 and EP51-1

- Service Pack VPNSVP-V51-2B for **HPSA VPN SVP 5.1-2A** released Nov 2011.

3 Retirement

- OVSA V3.6: No more standard support.
- OVSA V4.0: No more standard support.
- OVSA VPN V4.1, V4.2, V4.3: No more standard support.
- HPSA CE V5.0-2A: End of life and standard support

Note: HP CMS Software Obsolescence & Migrations information is available on <http://support.openview.hp.com/encore/cms-products.jsp>

- **HPSA V5.0, V6.0 and V6.1 are obsolete**
Obsolescence letter and FAQ available on <http://support.openview.hp.com/encore/cms-products.jsp>
- **HPSA VPN SVP V5.0 and V6.0 are obsolete**
Obsolescence letter and FAQ available on <http://support.openview.hp.com/encore/cms-products.jsp>
- **HPSA VPN EP V6.0 uis obsolete**
Obsolescence letter and FAQ available on <http://support.openview.hp.com/encore/cms-products.jsp>

4 Sparks – Call handling system

4.1 Severity levels defined into SPARKS

CRITICAL (SL1)	SERIOUS (SL2)	STANDARD (SL3)	LOW (SL4)
Production Environment Down: Production system or production application down/at severe risk; data corruption/loss risk; business severely affected; some safety issues	Production Environment Severely Impaired: System or production application interrupted/ compromised; risk of reoccurrence and significant impact on business	Production Environment Impaired: Restricted application use, incompatibility, 7%-20% performance degradation	Non-critical Functionality Lost: Problem has minimal impact on the business

<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • Problem operational with minor product usage inconvenience or annoyances. • No impact to data integrity and recoverability. • Documentation typos. • Lacking error message text.
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4.2 HP Service Activator External Web site

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

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

4.3 HP Service Activator Software Patches

Software patches for HPSA products are currently only available via the HP intranet at HPSA support sharepoint. Customer with need to access a patch must either contact their local HP representative or open a support case.

4.3.1 How to be part of an active HP Service Activator community?

This forum is accessible from the internet. The purpose of this forum is to facilitate communication and collaboration between System Integrators, Solutions Architects, Pre-sales or post-sales consultants in charge of designing and delivering HP OSS/Telco solutions.

Warning: This forum is not intended to solve product support issues. For such request you will need to place a call to the standard support channel.

Thanks for your active and valuable participation to the forum:

<https://groups.google.com/forum/#!forum/hpossfvc>

5 HPSA Products versus OS summary

In green, release available

In blue, release on going

HP Service Activator Products supported on	HP-UX 11.23 for Itanium	HP-UX 11.31 for Itanium	Sun Solaris 2.10 SPARC	Windows Server 2003	Windows Server 2008 R2	Linux RHEL 5 X86 64bit	Linux RHEL 6.1 X86 64bit
HP Service Activator Platform	V5.0 Patch V50-1C-13	V 5.1 Patch V51-1A-12 and V6.0 Patch V60-1A-5	V 5.1 Patch V51-1A-12	V5.0 Patch V50-1C-13	V 5.1 Patch V51-1A-12 and V6.0 Patch V60-1A-5	V 5.1 Patch V51-1A-12	V6.0 Patch V60-1A-5
HP Service Activator Extension Pack	V2.4.3	V5.1 Patch51-12 and V6.0	V2.4.3	V2.4.3	V5.1 Patch51-12 and V6.0	V5.1 Patch51-12	V6.0
HP Service Activator Virtual Private Network SVP	V5.0 Patch V50-3C	V5.1 Service Pack V51-2A and V6.0	V5.1 Service Pack V51-2A	V5.0 Patch V50-3C	V5.1 Service Pack V51-2A and V6.0	V5.1 Service Pack V51-2A	V6.0

6 HP Service Activator Products versus Third Party Products dependencies summary

These tables display the latest version of third-party products qualified with HP Service Activator.

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 Third Party Products

All third party products are the same for all OS platforms

Third Party	HPSA V4.0	HPSA V4.1	HPSA V5.0 V50-1A, V50-1B	HPSA V5.0 V50.1C	HPSA V5.1	HPSA V6.0
Oracle	8.1.7, 9.20, 10g	10g	10g and RAC	10g, 10gRAC	10g, 11g, 10g RAC, 11g RAC	11g and 11gRAC

Third Party	HPSA V4.0	HPSA V4.1	HPSA V5.0 V50-1A, V50-1B	HPSA V5.0 V50.1C	HPSA V5.1	HPSA V6.0
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
JBOSS WS	N/A	N/A	2.0.1	3.0.5 GA	3.0.5 GA	4.0.0
TomCat	4.1.24	6.0.10	6.0.10	6.0.10	6.0.10	N/A
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
Secure Shell	OpenSSH 3.6	OpenSSH 3.6	OpenSSH 3.6	OpenSSH 3.6	OpenSSH 3.6	OpenSSH 3.6
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

7 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

7.1 HP Service Activator Framework

HP 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 HPSA 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 HPSA and includes all service packs and hot fixes. Each Service Pack release includes new functionality within HPSA and includes all hot fixes. Each hot fix includes minor changes to functionality and correction of defects. Each hot fix within the HPSA V5 release is cumulative and include previous hot fixes.

HPSA 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
HPSA V5.0-1A					

HPSA V5.0-1A	Feb 2008	Oracle 10g	HP-UX 11.23 Solaris 10 Windows 2003	NA	Manufacturing Major Release
HPSA V5.0-1B					
HPSA V5.0-1B	Aug 2008	HPSA V5.0-1A Oracle 10g	HP-UX 11.23 Solaris 10 Windows 2003	NA	Service Pack Release
HPSA V5.0-1B-1	Sept 2008	HPSA V5.0-1A HPSA V5.0-1B Oracle 10g	HP-UX 11.23 Solaris 10 Windows 2003 RHEL 5.2	~20	Hot-Fix release Include support for Linux
HPSA V5.0-1B-2	Dec 2008	HPSA V5.0-1A HPSA V5.0-1B Oracle 10g, RAC	HP-UX 11.23 Solaris 10 Windows 2003 RHEL 5.2	~5	Hot-Fix release
HPSA V5.0-1B-3	Apr 2009	HPSA V5.0-1A HPSA V5.0-1B Oracle 10g, RAC	HP-UX 11.23 Solaris 10 Windows 2003 RHEL 5.2	~5	Hot-Fix release
HPSA V5.0-1B-4	Apr 2009	HPSA V5.0-1A HPSA V5.0-1B Oracle 10g, RAC	HP-UX 11.23 Solaris 10 Windows 2003 RHEL 5.2	~5	Hot-Fix release
HPSA V5.0-1B-5	Dec 2009	HPSA V5.0-1A HPSA V5.0-1B Oracle 10g, RAC	HP-UX 11.23 Solaris 10 Windows 2003 RHEL 5.2	~0	Hot-Fix release
HPSA V5.0-1B-6	Dec 2009	HPSA V5.0-1A HPSA V5.0-1B Oracle 10g, RAC	HP-UX 11.23 Solaris 10 Windows 2003 RHEL 5.2	~2	Hot-Fix release
HPSA V5.0-1B-7	Jan 2010	HPSA V5.0-1A HPSA V5.0-1B Oracle 10g, RAC	HP-UX 11.23 Solaris 10 Windows 2003 RHEL 5.2	~2	Hot-Fix release
HPSA V5.0-1B-8	Feb 2010	HPSA V5.0-1A HPSA V5.0-1B Oracle 10g, RAC	HP-UX 11.23 Solaris 10 Windows 2003 RHEL 5.2	~2	Hot-Fix release
HPSA V5.0-1B-9	Mar 2010	HPSA V5.0-1A HPSA V5.0-1B Oracle 10g, RAC	HP-UX 11.23 Solaris 10	~2	Hot-Fix release

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

HPSA V5.0-1C-9	October 2010	HPSA V5.0-1A HPSA V5.0-1C Oracle 10g, RAC	HP-UX 11.23 Solaris 10 Windows 2003 RHEL 5.2	2	Hot-Fix release
HPSA V5.0-1C-10	October 2010	HPSA V5.0-1A HPSA V5.0-1C Oracle 10g, RAC	HP-UX 11.23 Solaris 10 Windows 2003 RHEL 5.2	1	Hot-Fix release
HPSA V5.0-1C-11	March 2011	HPSA V5.0-1A HPSA V5.0-1C Oracle 10g, RAC	HP-UX 11.23 Solaris 10 Windows 2003 RHEL 5	2	Hot-Fix release
HPSA V5.0-1C-12	November 2011	HPSA V5.0-1A HPSA V5.0-1C Oracle 10g, RAC	HP-UX 11.23 Solaris 10 Windows 2003 RHEL 5	2	Hot-Fix release
	May 2012	HPSA V5.0-1A HPSA V5.0-1C Oracle 10g, RAC	HP-UX 11.23 Solaris 10 Windows 2003 RHEL 5	1	Hot-Fix release
HPSA V5.1-1A					
HPSA V5.1-1A	July 2010	HPSA 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
HPSA V5.1-1A-1	September 2010	HPSA 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
HPSA V5.1-1A-2	October 2010	HPSA 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
HPSA V5.1-1A-3	December 2010	HPSA 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
HPSA V5.1-1A-4	March 2011	HPSA V5.1-1A Oracle 10g, Oracle 11g, Oracle 10g/11g RAC	HP-UX 11.31, Solaris 10, Windows 2008 R2, RHEL 5.4	~23	Hot-Fix release
HPSA V5.1-1A-5	April 2011	HPSA V5.1-1A Oracle 10g, Oracle 11g, Oracle 10g/11g RAC	HP-UX 11.31, Solaris 10, Windows 2008 R2, RHEL 5.6	~15	Hot-Fix release

HPSA V5.1-1A-6	June 2011	HPSA 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
HPSA V5.1-1A-7	August 2011	HPSA 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
HPSA V5.1-1A-8	October 2011	HPSA 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
HPSA V5.1-1A-9	Jan 2012	HPSA 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
HPSA V5.1-1A-10	March 2012	HPSA 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
HPSA V5.1-1A-11	June 2012	HPSA 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
HPSAV5.1-1A-12	September 2012	HPSA 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
HPSA V6.0-1A					
HPSA V6.0-1A	December 2011	HPSA V6.0-1A Oracle 11g, Oracle/11g RAC	HP-UX 11.31 Windows 2008 R2, RHEL 6.1	NA	Manufacturing Major Release
HPSA V60-1A-1	February 2012	HPSA V6.0-1A Oracle 11g, Oracle/11g RAC	HP-UX 11.31 Windows 2008 R2, RHEL 6.1	~15	Hot-Fix release
HPSA V60-1A-2	March 2012	HPSA V6.0-1A Oracle 11g, Oracle/11g RAC	HP-UX 11.31 Windows 2008 R2, RHEL 6.1	~5	Hotfix release
HPSA V60-1A-3	April 2012	HPSA V6.0-1A Oracle 11g, Oracle/11g RAC	HP-UX 11.31 Windows 2008 R2, RHEL 6.1	~11	Hotfix release

HPSA V60-1A-4	May 2012	HPSA V6.0-1A Oracle 11g, Oracle/11g RAC	HP-UX 11.31 Windows 2008 R2, RHEL 6.1	~11	Hotfix release
HPSA V60-1A-5	August 2012	HPSA V6.0-1A Oracle 11g, Oracle/11g RAC	HP-UX 11.31 Windows 2008 R2, RHEL 6.1	~13	Hotfix release
HPSA V6.1					
HPSA V6.1	On going	HPSA V6.1 Oracle 11g Oracle/11g RAC PostgreSQL Plus	HP-UX 11.31 Windows 2008 R2, RHEL 6.1	NA	Minor Manufacturing Release

7.2 HP Service Activator Extension Pack

HPSA Extension Pack	Delivery date	Dependency	Operating System	Nb of pbs corrected	Comments
HPSA Extension Pack V2.4.3					
HPSA Extension Pack V2.4.3	Aug 09	OVSA V4.1-1A or HPSA V5.0-1A	HP-UX 11.11, 11.23 Solaris 2.9, 2.10 Windows 2003 RHEL 5.2	NA	Major Manufacturing Release
HPSA Extension Pack V5.1					
HPSA Extension Pack V5.1	Aug 10	HPSA V5.1-1A	HP-UX 11.31 Solaris 10 Windows 2008 R2 RHEL 5.4	NA	Minor Manufacturing Release
HPSA EP51-1	Oct 10	HPSA V5.1-1A-2	HP-UX 11.31 Solaris 10 Windows 2008 R2 RHEL 5.4	~8	Hotfix release
HPSA EP51-2	Nov 10	HPSA V5.1-1A-2	HP-UX 11.31 Solaris 10 Windows 2008 R2 RHEL 5.4	~5	Hotfix release
HPSA EP51-3	Dec 10	HPSA V5.1-1A-2	HP-UX 11.31 Solaris 10 Windows 2008 R2 RHEL 5.4	~2	Hotfix release
HPSA EP51-4	April 11	HPSA V5.1-1A-2	HP-UX 11.31 Solaris 10 Windows 2008 R2 RHEL 5.4	~2	Hotfix release
HPSA EP51-5	May 11	HPSA V5.1-1A-2	HP-UX 11.31 Solaris 10 Windows 2008 R2 RHEL 5.4	~20	Hotfix release
HPSA EP51-6	Sep 11	HPSA V5.1-1A-2	HP-UX 11.31 Solaris 10 Windows 2008 R2 RHEL 5.4	~12	Hotfix release
HPSA EP51-7	Dec 11	HPSA V5.1-1A-2	HP-UX 11.31 Solaris 10 Windows 2008 R2 RHEL 5.4	~10	Hotfix release
HPSA EP51-8	Jan 12	HPSA V5.1-1A-2	HP-UX 11.31 Solaris 10 Windows 2008 R2 RHEL 5.4	~5	Hotfix release

HPSA EP51-9	Mar 12	HPSA V5.1-1A-2	HP-UX 11.31 Solaris 10 Windows 2008 R2 RHEL 5.4	~6	Hotfix release
HPSA EP51-10	Apr 12	HPSA V5.1-1A-2	HP-UX 11.31 Solaris 10 Windows 2008 R2 RHEL 5.4	~4	Hotfix release
HPSA EP51-11	Jun 12	HPSA V5.1-1A-2	HP-UX 11.31 Solaris 10 Windows 2008 R2 RHEL 5.4	~2	Hotfix release
HPSA EP51-12	Aug 12	HPSA V5.1-1A-2	HP-UX 11.31 Solaris 10 Windows 2008 R2 RHEL 5.4	~1	Hotfix release

7.3 HP Service Activator VPN SVP

HPSA 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
HPSA VPN SVP V5.0					
HPSA VPN SVP V5.0-2A	Sept 2008	HPSA V5.0-1B	HP-UX 11.23 Solaris 2.10 Windows 2003 RHEL 5.2	NA	Major Manufacturing release
HPSA VPN SVP V5.0-2B	May 2009	HPSA V5.0-1B HPSA V5.0-1B-5 HPSA VPN SVP V5.0-2A	HP-UX 11.23 Solaris 2.10 Windows 2003 RHEL 5.2	~55	Hot-Fix release
HPSA VPN SVP V5.0-3A	Oct 2009	HPSA V5.0-1C HPSA V5.0-1C-1	HP-UX 11.23 Solaris 2.10 Windows 2003 RHEL 5.2	NA	Service Pack Release
HPSA VPN SVP V5.0-3B	Dec 2009	HPSA V5.0-1C HPSA V5.0-1C-2 HPSA VPN SVP V5.0-3A	HP-UX 11.23 Solaris 2.10 Windows 2003 RHEL 5.2	NA	Hot-Fix release
HPSA VPN SVP V5.0-3C	Mar 2010	HPSA V5.0-1C HPSA V5.0-1C-5 HPSA VPN SVP V5.0-3A	HP-UX 11.23 Solaris 2.10 Windows 2003 RHEL 5.2	~20	Hot-Fix release
HPSA VPN SVP V5.0-3D	July 2010	HPSA V5.0-1C HPSA V5.0-1C-5 HPSA VPN SVP V5.0-3A	HP-UX 11.23 Solaris 2.10 Windows 2003 RHEL 5.2	~30	Hot-Fix release
HPSA VPN SVP V5.1					
HPSA VPN SVP V5.1-1A	Dec 2010	HPSA V5.1-1A	HP-UX 11.31 Solaris 10 Windows 2008 R2 RHEL 5.4	NA	Major Manufacturing release
HPSA VPN SVP V5.1-2A	Mar 2011	HPSA V5.1-1A HPSA V5.1-1A-4 HPSA VPN SVP V5.1-1A	HP-UX 11.31 Solaris 10 Windows 2008 R2 RHEL 5.4	~7	Service Pack release

HPSA VPN SVP V5.1-2B	Nov 2011	HPSA V5.1-1A HPSA V5.1-1A-5 HPSA VPN SVP V5.1-2A	HP-UX 11.31 Solaris 10 Windows 2008 R2 RHEL 5.4	~7	Service Pack release
HPSA VPN SVP V6.0					
HPSA VPN SVP V6.0-1A	May 2012	HPSA V6.0-1A HPSA V6.0-1A-3	HP-UX 11.31 Windows 2008 R2 RHEL 6.1	NA	Major Manufacturing release

7.4 HP Service Activator CE SVP

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

7.5 HP Service Activator NP

HPSA Number Portability Solution	Delivery date	Dependency	Operating System	Nb of pbs corrected	Comments
HP Number Portability Solution V5.0					
HP NP V5.0	Mar 2010	HPSA V5.0-1A HPSA V5.0-1C HPSA V5.0-1C-3	HP-UX 11.23 Solaris 2.10 Windows 2003 RHEL 5.2	NA	Major Manufacturing release.
HP NP V5.1	Mar 2011	HPSA V5.1-1A HPSA V5.1-1A-4	HP-UX 11.23 Solaris 2.10 Windows 2003 RHEL 5.2	NA	Major Manufacturing release.