

# HP Software Cloud Service Automation for Matrix Obsolescence Announcement

## Frequently Asked Questions

On June 1, 2013, HP announced the end of sale date and end of support dates for Cloud Service Automation for Matrix.

This document provides answers to frequently asked questions regarding this announcement.

### Product related questions

<i>Question</i>	When is HP discontinuing Cloud Service Automation for Matrix?
<i>Answer</i>	Effective July 1, 2013, HP is announcing the discontinuance of Cloud Service Automation for Matrix. Current customers may continue to purchase additional licenses of Cloud Service Automation for Matrix until September 1, 2013. As of this date, the products will be removed from HP's Corporate Price List and will no longer be orderable.
<i>Question</i>	Why is HP discontinuing Cloud Service Automation for Matrix?
<i>Answer</i>	HP has introduced Cloud Service Automation Enterprise suite 2012.02. This product is similar to Cloud Service Automation for Matrix release but is HP's premiere private/hybrid cloud offering. We are combining our offerings into one consistent offering.
<i>Question</i>	What product numbers are affected by this obsolescence?
<i>Answer</i>	Please refer to Appendix B in the customer letter for the list of affected product numbers.
<i>Question</i>	When is the last date I can order Cloud Service Automation for Matrix?
<i>Answer</i>	Cloud Service Automation for Matrix will continue to be available for purchase to current support customers through September 1, 2013. As of that date, you will no longer be able to purchase additional licenses of the product.
<i>Question</i>	Can I still purchase additional licenses Cloud Service Automation for Matrix? If yes, how?
<i>Answer</i>	Additional licenses may not be purchased for versions that are discontinued and past their end of sale date.
<i>Question</i>	Do I need to request new license keys when upgrading to Cloud Service Automation Enterprise suite 2012.12?

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July 2013



*Answer* Yes, you have to request new license keys for Cloud Service Automation Enterprise Suite 2012.12. As a pre-requisite, your support contract needs to be updated. This will be done at time of renewal. Please contact your local HP sales representative or HP software business partner to have your support contract updated mid-term if you wish to do so.  
Once your support contract has been updated and is active, you can get your license keys from the My Updates portal at [hp.com/software/updates](http://hp.com/software/updates).

For Enterprise License Agreement (ELA) customers, use Software Activation Website (SAW) to request a new Cloud Service Automation Enterprise Suite 2012.12 license key. To upgrade an existing license to Cloud Service Automation Enterprise Suite 2012.12, locate your license certificate and follow the prompt to upgrade.

*Question* What version Cloud Service Automation Enterprise Suite is currently available and what upgrade plans do you have for the product, if any?

*Answer* The latest version is Cloud Service Automation Enterprise Suite 2012.12. Please check [www.hp.com/go/software](http://www.hp.com/go/software) page or otherwise check with your local HP sales representative or HP software business partner for the latest information.

*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 HP sales representative or your local HP software business partner: [h20229.www2.hp.com/buy/index.html](http://h20229.www2.hp.com/buy/index.html)
- Web Self Solve: [hp.com/go/hpssoftwaresupport/](http://hp.com/go/hpssoftwaresupport/)
- HP Technical Support: [hp.com/go/hpssoftwaresupport/casemanager/submitcase](http://hp.com/go/hpssoftwaresupport/casemanager/submitcase)

*Question* What are the hardware requirements to upgrade Cloud Service Automation Enterprise Suite 2012.12?

*Answer* Hardware requirements will vary depending on your operating system, please review the appropriate System Requirements and Compatibility Matrix document or contact your local HP Sales Representative or HP Software Business Partner for further assistance.

*Question* Where can I find upgrade information for Cloud Service Automation Enterprise Suite 2012.12?

*Answer* Your local HP sales representative or HP Software Business Partner can help you get this information, alternatively please see the Customer Letter for further details.

*Question* I plan to upgrade my Cloud Service Automation Enterprise Suite 2012.12 environment using in-house technical resources. Where do I get all the required software?

*Answer* All Cloud Service Automation for Matrix June 2011 and Feb 2012 support customers can download Cloud Service Automation Enterprise Suite 2012.12 media via 'My Updates'.

*Question* What is the concurrent support time period?

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*Answer* There will be 6 months of concurrent support for getting migrated from Cloud Service Automation for Matrix to Cloud Service Automation Enterprise Suite 2012.12.

### Support contract related questions

*Question* What is the end of support date?

*Answer* The End of Support date for Cloud Service Automation for Matrix is April 30, 2015. As of this date all customer support activities for this version will cease, this includes:

- Telephone support
- Security Rule updates
- Product upgrades

*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 have the option to continue using Cloud Service Automation for Matrix. HP will stop providing support for Cloud Service Automation for Matrix 2011.06 on April 30, 2015. Self-Help Support will continue to be available through April 30, 2017.

Cloud Service Automation 2012.02 has Committed Support until April 30, 2015 and Extended Support until April 30, 2017.

Customers are encouraged to begin reviewing their business requirements for Cloud Service Automation for Matrix. Customers are also encouraged to contact their local HP Sales Representative or HP Software Business Partner for help in determining migration options that meet your business needs.

*Question* Can I get a support contract for technical support only, without having to pay for upgrades?

*Answer* No, support contracts include both technical support and software updates.

*Question* Should there be a defect with a version of Cloud Service Automation for Matrix for which no defect fixing is done anymore, can I pay for a fix to be implemented on my request?

*Answer* HP may choose to offer defect fixes at a premium price, depending on available resources.

*Question* If I am on a support contract, what will I be entitled to?

*Answer* You should have received a letter or electronic notification from HP to inform you about the availability of Cloud Service Automation Enterprise Suite 2012.12 for support customers, what license(s) you were entitled to under your support contract and how to sign up for it. Your local HP Sales and Support Representatives or your HP Software Business Partner can help provide information and assistance to enable your upgrade to be easy and successful.

Please note your support contract will have to be updated prior to getting new license keys for Cloud Service Automation Enterprise Suite 2012.12.

*Question* When I upgrade from Cloud Service Automation for Matrix to Cloud Service Automation for Enterprise Suite 2012.12, can I continue my existing support

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contracts until they expire?

*Answer*

Yes, your support contract will be updated automatically at the next renewal time.  
The license terms are changing when you upgrade from Cloud Service Automation for Matrix to Cloud Service Automation Enterprise Suite. Your renewal quote will provide information about these license terms. By accepting the renewal quote, you will accept the license terms for Cloud Service Automation Enterprise Suite 2012.12.  
For a mid-term contract update (not a renewal time), you will be required to confirm acceptance of the license terms for Cloud Service Automation Enterprise Suite 2012.12 by signing a migration agreement. Your local HP Sales and Support Representatives or your HP Software Business Partner can help provide information and assistance to enable your contract update to be easy and successful.

*Question*

When I upgrade from Cloud Service Automation for Matrix to Cloud Service Automation for Enterprise Suite 2012.12, can I expect the same support pricing compared to Cloud Service Automation for Matrix?

*Answer*

Not necessarily. Each product support price is determined independently.

*Question*

What migration services are available to help me upgrade?

*Answer*

Your local HP sales representative or HP software business partner can help you get this information.

*Question*

What educational training packages are available for Cloud Service Automation for Enterprise suite 2012.12?

*Answer*

Your local HP sales representative or HP software business partner can help you get this information.

## For more information

For more information Cloud Service Automation for Enterprise suite 2012.12 and HP Software services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:

[hp.com/go/software](http://hp.com/go/software)  
[hp.com/go/hpsoftwaresupport/](http://hp.com/go/hpsoftwaresupport/)  
[hp.com/go/hpsoftwaresupport/support-lifecycle](http://hp.com/go/hpsoftwaresupport/support-lifecycle)

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