



# HP Software Cloud Service Automation (CSA) for Matrix Sept. & Dec. 2010 Obsolescence Announcement

## Frequently Asked Questions

On December 1, 2011, HP announced the end of sale date and end of support dates for CSA for Matrix Sept. & Dec. 2010.

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

### Product related questions

*Question* When is HP discontinuing CSA for Matrix Sept. & Dec. 2010?

*Answer* Effective December 1, 2011, HP is announcing the discontinuance of CSA for Matrix Sept. & Dec. 2010. Current customers may continue to purchase additional licenses of CSA for Matrix Sept. & Dec. 2010 until February 1, 2012. As of this date, the product will be removed from HP's Corporate Price List and will no longer be orderable.

*Question* Why is HP discontinuing CSA for Matrix Sept. & Dec. 2010?

*Answer* Effective with the new release of CSA for Matrix June 2011, HP is announcing the obsolescence of the older versions of CSA for Matrix . This is in accordance with the HP Software Supported Version Policy 4.3. Definitions of terms are documented in the [HP Software product version obsolescence guidelines](#).

*Question* What product numbers are affected by this obsolescence?

*Answer* Please refer to Appendix B in the customer letter for the list of affected product numbers.

*Question* When is the last date I can order CSA for Matrix Sept. & Dec. 2010?

*Answer* CSA for Matrix Sept. & Dec. 2010 will continue to be available for purchase to current support customers through February 1, 2012. As of that date, you will no longer be able to purchase additional licenses of the product.

*Question* Can I still purchase additional licenses for CSA for Matrix Sept. & Dec. 2010 If yes, how?

*Answer* Additional licenses may not be purchased for versions that are discontinued and past their end of sale date.

*Question* Do I need to request new license keys when upgrading to CSA for Matrix June 2011?

*Answer* **CSA for Matrix Sept. 2010:** Yes, you have to request new license keys for CSA for Matrix June 2011. Please visit the My Updates portal at <https://h20575.www2.hp.com/usbportal/softwareupdate.do> and select TC092BAE CSA For Matrix HP CSA for Matrix Ste 2010.12 SW E-Media and click "Get License" tab to get their new license.

**CSA for Matrix Dec. 2010:** No, you don't need new license keys for CSA for Matrix June 2011

*Question* What version of CSA for Matrix is currently available and what upgrade plans do you have for the product, if any?

*Answer* The latest version is CSA for Matrix June 2011. Please check the [IT Management Products](#) 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:  
[www.hp.com/go/hpssoftwaresupport/](http://www.hp.com/go/hpssoftwaresupport/)
- HP Technical Support:  
[www.hp.com/go/hpssoftwaresupport/casemanager/submitcase](http://www.hp.com/go/hpssoftwaresupport/casemanager/submitcase)

*Question* What are the hardware requirements to upgrade to CSA for Matrix June 2011?

*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 CSA for Matrix Sept. & Dec. 2010

*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 CSA for Matrix Sept. & Dec. 2010 environment using in-house technical resources. Where do I get all the required software?

*Answer* All CSA for Matrix Sept. & Dec. 2010 support customers can download CSA for Matrix June 2011 media via 'My Updates'.

*Question* What is the concurrent support time period

*Answer* There will be 6 months of concurrent support for getting migrated to the CSA for Matrix June 2011.

## Support contract related questions

<i>Question</i>	What is the end of support date?
<i>Answer</i>	The End of Support date for CSA for Matrix Sept. & Dec. 2010 is May 31, 2013. As of this date all customer support activities for this version will cease, this includes: <ul style="list-style-type: none"> <li>• Telephone support</li> <li>• Security Rule updates</li> <li>• Product upgrades</li> </ul>
<i>Question</i>	Are there any other key dates I need to be aware of?
<i>Answer</i>	Please see Customer Letter page 1 for key dates.
<i>Question</i>	What are my discontinuance options?
<i>Answer</i>	Customers have the option to continue using CSA for Matrix Sept. & Dec. 2010 HP will stop providing support for CSA for Matrix Sept. & Dec. 2010 on May 31, 2013 Self-Help Support will continue to be available through May 31, 2015. Customers are encouraged to begin reviewing their business requirements for CSA for Matrix Sept. & Dec. 2010. 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.
<i>Question</i>	Can I get a support contract for technical support only, without having to pay for upgrades?
<i>Answer</i>	No, support contracts include both technical support and software updates.
<i>Question</i>	Should there be a defect with a version of CSA for Matrix Sept. & Dec. 2010 for which no defect fixing is done anymore, can I pay for a fix to be implemented on my request?
<i>Answer</i>	HP may choose to offer defect fixes at a premium price, depending on available resources.
<i>Question</i>	If I am on a support contract, what will I be entitled to?
<i>Answer</i>	You should have received a letter or electronic notification from HP to inform you about the availability of CSA for Matrix June 2011 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.
<i>Question</i>	When I upgrade from CSA for Matrix Sept. & Dec. 2010 to CSA for Matrix June 2011, can I continue my existing support contracts until they expire?
<i>Answer</i>	Yes, your support contract will be updated automatically at the next renewal time.
<i>Question</i>	When I upgrade from CSA for Matrix Sept. & Dec. 2010 to CSA for Matrix June 2011, can I expect the same support pricing compared to CSA for Matrix Sept. & Dec. 2010?
<i>Answer</i>	Not necessarily. Each product support price is determined independently.
<i>Question</i>	What migration services are available to help me upgrade?
<i>Answer</i>	Your local HP sales representative or HP software business partner can help you get this information.
<i>Question</i>	What educational training packages are available for the CSA for Matrix June 2011?

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

### **For more information**

For more information on CSA for Matrix June 2011 and HP Software services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:

[www.hp.com/go/software](http://www.hp.com/go/software)

[www.hp.com/go/hpsupport/](http://www.hp.com/go/hpsupport/)

[www.hp.com/go/hpsupport/support-lifecycle](http://www.hp.com/go/hpsupport/support-lifecycle)

© Copyright 2011 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

For more information, go to [www.hp.com/go/software](http://www.hp.com/go/software)  
12/2011. Printed in the U.S.

