



HP Server Automation 7.0x and Prior Versions Obsolescence Announcement Frequently Asked Questions

On December 1st, 2009, HP announced the version maturity, end of sale date and end of support date for HP Server Automation 7.0x and prior versions. This document provides you with answers to frequently asked questions regarding this announcement.

Product related questions

Question When is HP discontinuing HP Server Automation 7.0x and prior version products?

Answer Effective December 1st, 2009, HP is announcing the discontinuance of HP Server Automation 7.0x and prior versions. Current customers may continue to purchase additional licenses of HP Server Automation 7.0x through February 1, 2010. 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 HP Server Automation 7.0x and prior versions?

Answer Effective with the new release of HP Server Automation version 7.80, HP is announcing the obsolescence of the older versions i.e. HP Server Automation 7.0x and prior versions. 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 HP Server Automation 7.0x and prior versions?

Answer HP Server Automation 7.0x and prior version licenses will continue to be available for purchase to current support customers through February 1, 2010. As of that date, you will no longer be able to purchase additional licenses of the product. HP Server Automation 7.80 provides advanced features and is available to all support customers at no charge for the software.

Question Can I still purchase additional licenses for versions of HP Server Automation that are no longer covered by full support or maintenance support? If yes, how?

Answer Additional licenses may not be purchased for versions that are discontinued and

past their end of sale date.

Question What version of HP Server Automation is currently available and what upgrade plans do you have for the product, if any?

Answer The latest version of HP Server Automation is version 7.80. Please check www.hp.com/go/software (Products -> Products A-Z -> Server Automation) or otherwise check with your local HP sales representative or HP software business partner for the latest information.

Question Do I need new license keys when I upgrade to Server Automation 7.80?

Answer No.

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
- Web Self Solve:
www.hp.com/go/hpsupportsupport/
- HP Technical Support:
www.hp.com/go/hpsupportsupport/casemanager/submitcase

Question What are the hardware requirements to upgrade to HP Server Automation Version 7.80?

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 the HP Server Automation product?

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 HP Server Automation 7.0x and prior version environment using in-house technical resources. Where do I get all the required software?

Answer You can request the HP Server Automation version 7.80 media by sending or faxing in your pull letter you have received or by requesting or downloading the software via Software Update Manager (SUM). In case you do not have this information, please contact your local HP contract administration representative or your HP Software Services Integrator (SVI) partner to provide you with the HP Server Automation version 7.80 media. The release to be requested is labeled SA780P.

Question I received this communication, but I have already upgraded HP Server Automation 7.0x and prior version to HP Server Automation version 7.50 or 7.80. Do I need to do anything?

Answer Some or all of your support contracts might not have been updated to reflect your upgrade to HP Server Automation version 7.50 or 7.80. Please get in touch with your local HP contract administration representative or your HP Software Services Integrator partner to have your support contracts updated.

Question If I have previously purchased Application Storage Automation Software 1.0, what do I need to still manage storage on my servers?

Answer HP Server Automation 7.80 has much of the Application Storage Automation Software 1.0 functionality as part of the base product. If you only need the storage information for the storage components on the server (HBA, volume manager, MPIO, Oracle, etc.) there is nothing more that is needed. If you want to see SAN information (array volumes, switches, Array ports, storage pools, etc.) then HP Storage Essentials 6.1.1 or later is required. For customers who have already purchased ASAS 1.0, there is a promotion available to purchase HP Storage Essentials Enterprise Edition at a discounted price. When upgrading to HP Server Automation 7.80, please contact your account representative and request to have your Application Storage Automation Software (or Storage Essentials for Server Automation) SKUs replaced on your contract with the appropriate Server Automation SKUs.

Question Is there a promotion to purchase HP Storage Essentials?

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

Question What if I already have purchased HP Storage Essentials?

Answer The integration with HP Server Automation 7.80 requires HP Storage Essentials 6.1.1 or later. If you upgrade to HP Storage Essentials 6.1.1 or later and install the connector, SAN information will be available in HP Server Automation. You can contact your local HP sales representative or HP software business partner to help you with promotions for other HP Software.

Support contract related questions

Question What is the end of support date?

Answer The End of Support date for HP Server Automation 6.1x and prior versions is May 31st, 2010. The End of Support date for HP Server Automation 6.5x, 6.6x and 7.0x is July 31st, 2010. As of these dates all customer support activities for these versions 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 HP Server Automation 7.0x and prior versions. HP will stop providing support for HP Server Automation 6.1x and prior version products May 31st, 2010 and HP Server Automation 6.5x, 6.6x and 7.0x products on July 31st, 2010. Self-Help Support will continue to be available through May 31st, 2012 for HP Server Automation 6.1x and prior versions and July 31st, 2012 for HP Server Automation 6.5x, 6.6x and 7.0x versions. Customers are encouraged to begin reviewing their business requirements for HP Server Automation. 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 HP Server Automation 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 HP Server Automation 7.80 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.

Question When I upgrade from HP Server Automation 7.0x and prior versions to HP Server Automation version 7.80, can I continue my existing support contracts until they expire?

Answer Yes, but your support contracts need to be updated as well. Please contact your local HP contract administration representative or HP Software Services Integrator (SVI) partner to get your support contract updated accordingly.

Question When I upgrade from HP Server Automation 7.0x and prior versions to HP Server Automation version 7.80, can I expect the same support pricing compared to HP Server Automation 7.0x and prior versions?

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.

For more information

For more information on HP Server Automation 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

www.hp.com/go/hpssoftwaresupport/

www.hp.com/go/hpssoftwaresupport/support-lifecycle

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