HP Software Server Automation 7.5x Obsolescence Announcement

Frequently Asked Questions

On November 1, 2010, HP announced the end of sale date and end of support dates for Server Automation 7.5x.

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

Product related questions	
Question	When is HP discontinuing Server Automation 7.5x?
Answer	Effective November 1, 2010, HP is announcing the discontinuance of Server Automation 7.5x. Current customers may continue to purchase additional licenses of Server Automation 7.5x unti January 1, 2011. 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 Server Automation 7.5x?
Answer	Effective with the new release of Server Automation 9.0, HP is announcing the obsolescence of the older versions of Server Automation 7.5x. 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 Server Automation 7.5x?
Answer	Server Automation 7.5x will continue to be available for purchase to current support customers through January 1, 2011. 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 Server Automation 7.5x? If yes, how?
Answer	Yes, they are available until January 1, 2011

Question	What version of Server Automation 7.5x is currently available and what upgrade plans do you have for the product, if any?
Answer	The latest version is Server Automation 9.0. 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 • Web Self Solve: www.hp.com/go/hpsoftwaresupport/ • HP Technical Support: www.hp.com/go/hpsoftwaresupport/casemanager/submitcase
Question	What are the hardware requirements to upgrade to Server Automation 9.0?
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 Server Automation 7.5x?
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.

Support contract related questions

Question	What is the end of support date?
Answer	The End of Support date for Server Automation 7.5x is June 30, 2011. 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 Server Automation 7.5x. HP will stop providing support for Server Automation 7.5x on June 30, 2011. Self-Help Support will continue to be available through June 30, 2013. Customers are encouraged to begin reviewing their business requirements for Server Automation 7.5x. 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 Server Automation 7.5x 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 Server Automation 9.0 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 Server Automation 7.5x to Server Automation 9.0, 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 Server Automation 7.5x to Server Automation 9.0, can I expect the same support pricing compared to Server Automation 7.5x ?
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 the Server Automation 9.0?
Answer	**We will be introducing SA 9.0 to our curriculum around end of November 2010** We encourage you to migrate directly to 9.0, but want to make you aware for Server Automation 7.5x, we have the following courses available for migration: Server Automation 7.81 Essentials Server Automation 7.81 Admin and Maintenance Server Automation 7.81 Application Configuration We also have our new Server Automation 7.81 Essentials Technical Training On-Demand. This is an online solution and fits nicely with large organizations needing to bring large groups of people up to speed on SA 7.81 (without the travel expense). Your local HP sales representative or HP software business partner can help you get this information.

For more information

For more information on Server Automation 9.0 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/hpsoftwaresupport/

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

For more information, go to www.hp.com/go/software