



# HP Software Server Automation 9.0x Obsolescence Announcement Frequently Asked Questions

On July 1, 2013, HP announced the end of sale date and end of support dates for Server Automation 9.0x.

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

## Product related questions

*Question* When is HP discontinuing Server Automation 9.0x?

*Answer* Effective July 1, 2012, HP is announcing the discontinuance of Server Automation 9.0x. Current customers may continue to purchase additional licenses of Server Automation 9.0x until September 1, 2013. 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 9.0x?

*Answer* Effective with the new release of Server Automation 10.00, HP is announcing the obsolescence of the older versions of Server Automation. 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 9.0x?

*Answer* Server Automation 9.0x 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.

*Question* Can I still purchase additional licenses for Server Automation 9.0x? 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 Server Automation 10.00?

*Answer* No, you don't need new license keys for Server Automation 10.00.

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

*Answer* The latest version is Server Automation 10.00. 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/hpsoftwaresupport/](http://www.hp.com/go/hpsoftwaresupport/)
- HP Technical Support:  
[www.hp.com/go/hpsoftwaresupport/casemanager/submitcase](http://www.hp.com/go/hpsoftwaresupport/casemanager/submitcase)

*Question* What are the hardware requirements to upgrade to Server Automation 10.00?

*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 10.00?

*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 Server Automation 9.0x environment using in-house technical resources. Where do I get all the required software?

*Answer* All Server Automation 9.0x support customers can download Server Automation 10.00 media via 'My Updates'.

*Question* What is the concurrent support time period?

*Answer* There will be 6 months of concurrent support for getting upgraded to Server Automation 10.00.

### Support contract related questions

*Question* What is the end of support date?

*Answer* The End of Support date for Server Automation 9.0x is June 30, 2014. 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 9.0x. HP will stop providing support for Server Automation 9.0x on June 30, 2014. Self-Help Support will continue to be available through June 30, 2016. Customers are encouraged to begin reviewing their business requirements for Server Automation 9.0x. 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 9.0x 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 10.00 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 9.0x to Server Automation 10.00, can I continue my existing support contracts until they expire?

*Answer* Yes, you can continue using your existing support contracts until they expire.

*Question* When I upgrade from Server Automation 9.0x to Server Automation 10.00, can I expect the same support pricing compared to Server Automation 9.0x?

*Answer* Not necessarily. Each product support price is determined independently.

*Question* What training is available from HP that will help me maximize my investment in Server Automation?

*Answer* For the latest HP Server Automation courses, please visit HP Software Education: [www.hp.com/software/education](http://www.hp.com/software/education)

## For more information

For more information on Server Automation 10.00 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/hpssoftwaresupport/](http://www.hp.com/go/hpssoftwaresupport/)

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

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For more information, go to [www.hp.com/go/software](http://www.hp.com/go/software)

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