HP Software Network Automation 7.0, Network Automation System 4.5, 6.0, 6.10, 6.13, 6.2, 6.21J, 6.3 and TrueControl 3.0, 3.1, 3.2, 4.0 Obsolescence Announcement Frequently Asked Questions

On June 1, 2009, HP announced the version maturity, end of sale date and end of support dates for HP Software Network Automation 7.0, Network Automation System 4.5, 6.0, 6.10, 6.13, 6.2, 6.21J, 6.3 and TrueControl 3.0, 3.1, 3.2, 4.0. This document provides you with answers to frequently asked questions regarding this announcement.

Product related questions	
Question	When is HP discontinuing these Network Automation 7.0, Network Automation System 4.5, 6.0, 6.10, 6.13, 6.2, 6.21J, 6.3 and TrueControl 3.0, 3.1, 3.2, 4.0 products?
Answer	Effective June 1, 2009 HP is discontinuing Network Automation 7.0, Network Automation System 4.5, 6.0, 6.10, 6.13, 6.2, 6.21J, 6.3 and TrueControl 3.0, 3.1, 3.2, 4.0 products. Current customers may continue to purchase additional copies of the Network Automation 7.0 and 6.21J will continue to be available for purchase to current customers through July 31, 2009. After that date you will no longer be able to purchase additional copies of the product. Network Automation System 4.5, 6.0, 6.10, 6.13, 6.2, 6.3 and TrueControl 3.0, 3.1, 3.2, 4.0 products are older products and have been unavailable for purchase for quit some time.
Question	Why is HP discontinuing these Network Automation 7.0, Network Automation System 4.5, 6.0, 6.10, 6.13, 6.2, 6.21J, 6.3 and TrueControl 3.0, 3.1, 3.2, 4.0 products?
Answer	This is in accordance with the HP Software Supported Version Policy 4.2. Definitions of terms are documented in the HP Software product version obsolescence guidelines.
Question	What product numbers are affected by this version maturity?
Answer	Please refer to the Customer Letter, Appendix B.
Question	When is the last date I can order Network Automation 7.0, Network Automation System 4.5, 6.0, 6.10, 6.13, 6.2, 6.21J, 6.3 and TrueControl 3.0, 3.1, 3.2, 4.0

	products?
Answer	Network Automation 7.0 and 6.21J will continue to be available for purchase to current customers through July 31, 2009. After that date you will no longer be able to purchase additional copies of the product. Network Automation System 4.5, 6.0, 6.10, 6.13, 6.2, 6.3 and TrueControl 3.0, 3.1, 3.2, 4.0 products are older products and have been unavailable for purchase for quit some time.
Question	Can I still purchase additional licenses for versions of Network Automation 7.0 and 6.21J products that are no longer covered by full support or maintenance support? If yes, how?
Answer	No additional licenses can be purchased after July 31, 2009 for Network Automation 7.0 and 6.21J.
Question	What version of Network Automation 7.0, Network Automation System 4.5, 6.0, 6.10, 6.13, 6.2, 6.21J, 6.3 and TrueControl 3.0, 3.1, 3.2, 4.0 products is currently available and what upgrade plans do you have for the product, if any?
Answer	The latest version of Network Automation is version 7.5 and was released on January 30, 2009. Please check www.hp.com/managementsoftware (View all products -> Alphabetical-> Network Automation software) or otherwise check with your local HP sales representative or HP software business partner for the latest information.
Question	Whom 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 Network Automation 7.5?
Answer	Hardware requirements will vary depending on your operating system, please review the appropriate *Release Notes*, *Installation Guide*, and/or *Migration Guide* or otherwise contact your local HP sales representative or HP software business partner for further assistance.
Question	Where can I find upgrade information for the Network Automation product?
Answer	Your local HP sales representative or HP software business partner can help you get this information.
Question	I plan to upgrade my Network Automation 7.0, Network Automation System 4.5, 6.0, 6.10, 6.13, 6.2, 6.21J, 6.3 and TrueControl 3.0, 3.1, 3.2, 4.0 environment using in-house technical resources. Where do I get all the required software?
Answer	In case you didn't request the Network Automation 7.5 media at the time you received the new release notification for that version, please make a request either from Software Update Manager, your local HP contract administration representative or your HP Software Services Integrator (SVI) partner to provide you with the Network Automation 7.5 media. The release to be requested is labeled NA750P. Customers migrating from NAS (any version) or True Control (any version) will need to request a new license key. To do so, please access the SSO portal and open a 'non-technical' license case: www.hp.com/go/hpsoftwaresupport .

Question	I received this communication but I have already upgraded my Network Automation installation to version 7.5. Do I need to do anything?
Answer	Some or all of your support contracts might not have been updated to reflect your upgrade to Network Automation 7.5. Please get in touch with your local HP contract administration representative or your HP Software Services Integrator partner to have your support contracts updated.

Support contract related questions

Question	What is the end of support date?
Answer	The End of Support date is January 31, 2010. As of this date all customer support activities 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	<table><tr><td>Date</td><td>Program Activity</td></tr><tr><td>June 1, 2009</td><td>Version Obsolescence announced</td></tr><tr><td>August 1, 2009</td><td>End of Sale (no longer orderable or available for purchase)</td></tr><tr><td>January 31, 2010</td><td>End of Support</td></tr><tr><td>January 31, 2012</td><td>End of Self-Help Support</td></tr></table>

Question	What are my discontinuance options?
Answer	Customers have the option to continue using Network Automation 7.0, Network Automation System 4.5, 6.0, 6.10, 6.13, 6.2, 6.21J, 6.3 and TrueControl 3.0, 3.1, 3.2, 4.0. HP will stop providing Support for this product on January 31, 2010. Self-Help Support will continue to be available through January 31, 2012. Customers are encouraged to begin reviewing their business requirements for Network Automation 7.0, Network Automation System 4.5, 6.0, 6.10, 6.13, 6.2, 6.21J, 6.3 and TrueControl 3.0, 3.1, 3.2, 4.0. 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	How does this affect my Network Automation 7.0, Network Automation System 4.5, 6.0, 6.10, 6.13, 6.2, 6.21J, 6.3 and TrueControl 3.0, 3.1, 3.2, 4.0 support contract?
Answer	Upon the End of Support date of Network Automation 7.0, Network Automation System 4.5, 6.0, 6.10, 6.13, 6.2, 6.21J, 6.3 and TrueControl 3.0, 3.1, 3.2, 4.0 your support contract will automatically be updated to reflect Network Automation 7.5. In case you haven't upgraded to Network Automation 7.5 by this date, you can continue to get Self-Help Support for Network Automation 7.0, Network Automation System 4.5, 6.0, 6.10, 6.13, 6.2, 6.21J, 6.3 and TrueControl 3.0, 3.1, 3.2, 4.0 until January 31, 2012.
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 Network Automation 7.0, Network Automation System 4.5, 6.0, 6.10, 6.13, 6.2, 6.21J, 6.3 and TrueControl 3.0, 3.1, 3.2, 4.0 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 Network Automation 7.5 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 Network Automation 7.0, Network Automation System 4.5, 6.0, 6.10, 6.13, 6.2, 6.21J, 6.3 and TrueControl 3.0, 3.1, 3.2, 4.0 to Network Automation 7.5, 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 Network Automation 7.0, Network Automation System 4.5, 6.0, 6.10, 6.13, 6.2, 6.21J, 6.3 and TrueControl 3.0, 3.1, 3.2, 4.0 to Network Automation 7.5, can I expect the same support pricing compared to Network Automation 7.0, Network Automation System 4.5, 6.0, 6.10, 6.13, 6.2, 6.21J, 6.3 and TrueControl 3.0, 3.1, 3.2, 4.0?
Answer	Not necessarily. Each product support price is determined independently.
Question	What migration services are available to help me upgrade?
Answer	Please contact your local HP sales representative or HP software business partner. They can assist you in engaging HP Professional Services to help the upgrade.

For more information

For more information on Network Automation 7.0, Network Automation System 4.5, 6.0, 6.10, 6.13, 6.2, 6.21J, 6.3 and TrueControl 3.0, 3.1, 3.2, 4.0 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