



HP Software Network Automation versions 7.2x and 7.5x Obsolescence Announcement

Frequently Asked Questions

On October 1, 2010, HP announced the end of sale date and end of support dates for Network Automation versions 7.2x and 7.5x.

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

Product related questions

Question When is HP discontinuing Network Automation versions 7.2x and 7.5x?

Answer Effective October 1, 2010, HP is announcing the discontinuance of Network Automation versions 7.2x and 7.5x. Current customers may continue to purchase additional licenses of Network Automation versions 7.2x and 7.5x until December 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 Network Automation versions 7.2x and 7.5x?

Answer Effective with the new release of Network Automation 9.0, HP is announcing the obsolescence of older versions of Network 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 Network Automation versions 7.2x and 7.5x?

Answer Network Automation versions 7.2x and 7.5x will continue to be available for purchase to current support customers through December 1, 2010. As of that date, you will no longer be able to purchase additional licenses of the product.

Question Do I need to request new license keys when upgrading to Network Automation 9.0?

Answer Yes, you have to request new license keys for Network Automation 9.0. Please visit the My Updates portal at <https://h20575.www2.hp.com/usbportal/softwareupdate.do>

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

Answer The latest version is Network 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/hpssoftwaresupport/
- HP Technical Support:
www.hp.com/go/hpssoftwaresupport/casemanager/submitcase

Question What are the hardware requirements to upgrade to Network Automation 9.0?

Answer Hardware requirements will vary depending on your operating system, please review the HP Network Automation support matrix contact your local HP Sales Representative or HP Software Business Partner for further assistance.

Question Where can I find upgrade information for Network Automation 7.2x and 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.

Question I plan to upgrade my Network Automation 7.2x and 7.5x environment using in-house technical resources. Where do I get all the required software?

Answer All Network Automation 7.2x and 7.5x support customers can download Network Automation 9.0 media via 'My Updates'. To do this, the Network Automation 9.0 media product number should be on your support contract. If the media product number is not listed in your support contract, please contact your contract administrator.

Support contract related questions

Question What is the end of support date?

Answer The End of Support date for Network Automation versions 7.2x and 7.5x is March 31, 2012. 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 Network Automation versions 7.2x and 7.5x. HP will stop providing support for Network Automation versions 7.2x and 7.5x on March 31, 2012 Self-Help Support will be available through March 31, 2014. Customers are encouraged to begin reviewing their business

requirements for Network Automation versions 7.2x and 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 Network Automation 7.2x and 7.5x for which defect fixing is no longer occurring, can I pay for a fix to be implemented upon 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 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 Network Automation versions 7.2x and 7.5x to Network 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 local account team, contract administration representative or HP Software Services Integrator (SVI) partner to get your support contract updated accordingly.

Question When I upgrade from Network Automation versions 7.2x and 7.5x to Network Automation 9.0, can I expect the same support pricing compared to Network Automation versions 7.2x and 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 understand your option for upgrades.

Question What educational training packages are available for the Network Automation 9.0?

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

For more information

For more information on Network 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/nasoftware

www.hp.com/go/hpssoftwaresupport/

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

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