



HP Software Network Automation 7.6x Obsolescence Announcement

Frequently Asked Questions

On May 1, 2010 HP announced the end of sale date and end of support dates for Network Automation 7.6x.

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

Product related questions

Question When is HP discontinuing Network Automation 7.6x?

Answer Effective May 1, 2010, HP is announcing the discontinuance of Network Automation 7.6x. Current customers may continue to purchase additional licenses of Network Automation 7.6x until July 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 Network Automation 7.6x?

Answer HP has released Network Automation 9.1x and is announcing the obsolescence of this older version 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 obsolescence guidelines](#).

Question Does this discontinuance affect me if I am using Network Automation 7.6x as part of Automated Network Management Suite 9.0x?

Answer No, you are not affected by this version discontinuance if you are using Network Automation 7.6x as part of Automated Network Management Suite 9.0x. Please continue using the support agreement with the ANM products when contacting HP Software Support.

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 7.6x?

Answer Network Automation 7.6x will continue to be available for purchase to current support customers through July 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 Network Automation 7.6x? 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 Network Automation 9.1x?

Answer Yes, you need to request new license keys when you upgrade to Network Automation 9.1x. You can obtain the Network Automation 9.1x media and license keys via [My Updates](#).

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 is 9.1x. However, customers using localized releases of Network Automation should update to Network Automation 9.0x or later version when available. Please 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 9.1x?

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 Network Automation 9.1x?

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 7.6x environment using in-house technical resources. Where do I get all the required software?

Answer All Network Automation 7.6x support customers can download Network Automation 9.1x media via [My Updates](#).

Support contract related questions

Question What is the end of support date?

Answer The End of Support date for Network Automation 7.6x is August 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 7.6x. HP will stop providing support for Network Automation 7.6x on August 31, 2012. Self-Help Support will continue to be available through August 31, 2014. Customers are encouraged to begin reviewing their business requirements for Network Automation 7.6x. 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 7.6x 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 9.1x 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 7.6x to Network Automation 9.1x, can I continue my existing support contracts until they expire?

Answer Yes, your support contract will be updated automatically at the next renewal time.

Question When I upgrade from Network Automation 7.6x to Network Automation 9.1x, can I expect the same support pricing compared to Network Automation 7.6x?

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

Question What migration services are available to help me upgrade?

Answer HP Software Services offers customized services designed around your business and technical requirements and implemented by experts to help you realize the desired business outcomes. To learn more or have a local services sales specialist contact you, visit www.hp.com/go/BTOprofessionalservices.

Question What educational training packages are available for Network Automation 9.1x?

Answer Customers interested in Network Automation 9.x can find more information at the [HP Software Education website](#). Please contact your local HP sales representative or HP software business partner for additional information.

For more information

For more information on Network Automation 9.1x 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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