

HP Software Cloud Service Automation Foundation Server 2.0x End of Sale Announcement

Frequently Asked Questions

On April 15, 2014 HP announced the end of sale date for Cloud Service Automation Foundation Server 2.0x. The End of Committed Support and End of Extended Support dates were previously communicated on Software Support Online.

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

Product related questions

<i>Question</i>	When is HP discontinuing sales for Cloud Service Automation Foundation Server 2.0x?
<i>Answer</i>	Effective April 15, 2014, HP is announcing the End of Sale of Cloud Service Automation Foundation Server 2.0x. Current customers may continue to purchase additional licenses of Cloud Service Automation Foundation Server 2.0x until June 15, 2014. As of this date, the product will be removed from HP's Corporate Price List and will no longer be orderable.
<i>Question</i>	Why is HP discontinuing sales for Cloud Service Automation Foundation Server 2.0x?
<i>Answer</i>	Cloud Service Automation Foundation Server 2.0x will reach End of Committed Support on June 30, 2014. For this reason, HP is discontinuing the sales of Cloud Service Automation Foundation Server 2.0x. This is in accordance with the HP Software Supported Version Policy. Definitions of terms are documented in the HP Software product version obsolescence guidelines .
<i>Question</i>	What product numbers are affected by this obsolescence?
<i>Answer</i>	Please refer to Appendix B in the customer letter for the list of affected product numbers.
<i>Question</i>	When is the last date I can order Cloud Service Automation Foundation Server 2.0x?
<i>Answer</i>	Cloud Service Automation Foundation Server 2.0x will continue to be available for purchase to current support customers through June 15, 2014. As of that date, you will no longer be able to purchase additional licenses of the product.
<i>Question</i>	Can I still purchase additional licenses for Cloud Service Automation Foundation

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	Server 2.0x? If yes, how?
<i>Answer</i>	Additional licenses may not be purchased for versions that are discontinued and past their end of sale date.
<i>Question</i>	Do I need to request new license keys when upgrading to Cloud Service Automation 4.0x?
<i>Answer</i>	Yes, you have to request new license keys for Cloud Service Automation 4.0x. Please visit the My Updates portal at hp.com/software/updates . Your support contract needs to be updated prior to retrieving your license keys. For Enterprise License Agreement (ELA) customers, use Software Activation Website (SAW) to request Cloud Service Automation 4.0x license keys,
<i>Question</i>	What version of Cloud Service Automation Foundation Server is currently available and what upgrade plans do you have for the product, if any?
<i>Answer</i>	The latest version is Cloud Service Automation 4.0x. Please check www.hp.com/gp/software or otherwise check with your local HP sales representative or HP software business partner for the latest information.
<i>Question</i>	Who can I contact if I have more questions with regards to this product discontinuance?
<i>Answer</i>	You have several options available to you: <ul style="list-style-type: none"> • Contact your local HP sales representative or your local HP software business partner: h20229.www2.hp.com/buy/index.html • Web Self Solve; hp.com/go/hpssoftwaresupport/ • HP Technical Support: hp.com/go/hpssoftwaresupport/casemanager/submitcase
<i>Question</i>	What are the hardware requirements to upgrade to Cloud Service Automation 4.0x?
<i>Answer</i>	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.
<i>Question</i>	Where can I find upgrade information for Cloud Service Automation Foundation Server 2.0x?
<i>Answer</i>	Your local HP sales representative or HP Software Business Partner can help you get this information.
<i>Question</i>	I plan to upgrade my Cloud Service Automation Foundation Server 2.0x environment using in-house technical resources. Where do I get all the required software?
<i>Answer</i>	All Cloud Service Automation Foundation Server 2.0x support customers can download Cloud Service Automation 4.0x media via 'My Updates'.
<i>Question</i>	What is the concurrent support time period?
<i>Answer</i>	There will be 6 months of concurrent support for getting migrated to Cloud Service Automation 4.0x.

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Support contract related questions

Question What is the End of Committed Support date?

Answer The End of Committed Support date for Cloud Service Automation Foundation Server 2.0x is June 30, 2014. As of this date customer support activities for this version will cease, this includes:

- Security Rule updates
- Product upgrades

Question What is the End of Extended Support date?

Answer The End of Extended Support date for Cloud Service Automation Foundation Server 2.0x is June 30, 2016. During the 2 year Extended Support period, you have access to existing patches, fixes and telephone support.

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 Cloud Service Automation Foundation Server 2.0x. HP will stop providing support for Cloud Service Automation Foundation Server 2.0x on June 30, 2014. Extended Support will continue to be available through June 30, 2016. Self-Help support will continue to be available through June 30, 2018. Customers are encouraged to begin reviewing their business requirements for Cloud Service Automation Foundation Server 2.0x. Customers are also encouraged to contact their local HP Sales Representative or HP Software Business Partner for help in determining upgrade 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 Cloud Service Automation Foundation Server 2.0x 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 Cloud Service Automation 4.0x 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 Cloud Service Automation Foundation Server 2.0x to Cloud Service Automation 4.0x, can I continue my existing support contracts until they expire?

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Answer Yes, but your support contract needs 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 Cloud Service Automation Foundation Server 2.0x to Cloud Service Automation 4.0x, can I expect the same support pricing compared to Cloud Service Automation Foundation Server 2.0x?

Answer Not necessarily. Each product support price is determined independently. Please work with your HP representative to know the difference in support pricing, if any.

For more information

For more information on Cloud Service Automation 4.0x and HP Software services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:

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

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