HP Software Oracle® for Server Automation Obsolescence Announcement Frequently Asked Questions

On April 15, 2010, HP announced the product obsolescence, end of sale date and end of support dates for HP Software Oracle® for Server Automation (SA). This document provides you with answers to frequently asked questions regarding this announcement.

HP will stop selling Oracle® for SA as a product. Support contracts will not be renewed upon their individual expiration date. Customers should purchase their Oracle® licenses and support from Oracle® directly.

Product related questions

Question When is HP discontinuing this Oracle® for SA product?

Answer Effective June 1, 2010 HP is discontinuing Oracle® for SA. Current customers may continue to purchase additional copies of the Oracle® for SA product through June 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 this Oracle® for SA product?

Answer A majority of our customers were using existing Oracle® licenses and there was only a minimal need for HP to continue to support selling the Oracle® Media and the licenses.

Question What product numbers are affected by this product discontinuance?

Answer

Product #	Description
T9061AA	Oracle for HP SA Eng SW Media
T9062AAE	Oracle for HP SA Eng SW E-Media
T9063AA	HP SA w/ Oracle DB SE SW LTU
T9064AA	HP SA w/ Oracle DB EE SW LTU
T9065AAE	HP SA w/ Oracle DB SE SW E-LTU
T9066AAE	HP SA w/ Oracle DB EE SW E-LTU

Question When is the last date I can order Oracle® for SA?

Answer	Oracle® for SA will continue to be available for purchase to current Oracle® for SA customers through June 1, 2010. After that date you will no longer be able to purchase additional copies of the product. However, we strongly advise you to purchase your additional licenses from Oracle® directly.
Question	Can I still purchase additional licenses for versions of Oracle® for SA that are no longer covered by full support or maintenance support? If yes, how?
Answer	No additional licenses can be purchased after June 1, 2010.
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

Support contract related questions

Question	What is the end of support date?
Answer	The End of Support date is each support contract's individual end date. 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	

Date	Program Activity
April 15, 2010	Product discontinuance announced
June 1, 2010	End of Sale (no longer orderable or available for purchase)
End of Current Support Contract	End of Support

Question	What are my discontinuance options?
Answer	Customers have the option to continue using Oracle® for SA. HP will stop providing Support for this product right after each support contract's individual expiration date. Customers are encouraged to begin reviewing their business requirements for Oracle® for SA. Customers are also encouraged to contact Oracle® to purchase licenses and support directly from Oracle®.
Question	How does this affect my Oracle® for SA support contract?
Answer	Upon the end date of your Oracle® for SA support contract, your contract will automatically be terminated. Support will no longer be available after this date.
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 Oracle® for SA for which no defect fixing is done anymore, can I pay for a fix to be implemented on my request?
Answer	Please contact Oracle directly regarding a fix for a particular issue.

For more information

For more information on Full Product Name 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

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For more information, go to www.managementsoftware.hp.com

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