

# HP Service Activator 4.x, 5.0, 6.0 & 6.1



## Obsolescence Announcement's Frequently Asked Questions

### Product Related Questions

Question Which Service Activator product versions are discontinued and when?

Answer

Obsoleted HP SA Version	4.x	5.0	6.0	6.1
End of <u>Sale</u> date	Nov 1st, 2010	Mar 1st, 2014	Mar 1st, 2014	Mar 1st, 2014
End of <u>Support</u> date	Mar 31, 2014	Dec 31, 2015	Dec 31, 2015	Dec 31, 2016

As of these date all customer support activities for these versions will cease, this includes:

- Telephone support
- Security Rule updates
- Product upgrades

Question What product numbers are affected by this discontinuance?

Answer Please refer to the Appendix A for the list of affected Product Numbers.

Question Why is HP OSS discontinuing these Service Activator components versions?

Answer In addition to both functionality and platform enhancements, HP Service Activator V6.2, breaks with past models and allows a better alignment of the HP Service Activation offer with actual customers' business needs. Moreover, the announced obsolescence is in accordance to [HP CMS Obsolescence Policy Version 1.1.6](#).

Question Which are my benefits to migrate to the new version?

Answer HP Service Activator 6.2 supports PAYG licensing model which offers to CSPs a step-wise, flexible and controlled investment model. This release of the Service Activation program implements the technical and business alignment of every Activation components in an effort of simply offering. HP Service Activator 6.2 comes with a unique proposal for a high performance but low TCO alternative to pricy Oracle DB. Please refer to Appendix B for detailed enhancements.

Question What is the estimated cost of the migration to the new version?

Answer All customers with valid support contracts are entitled to a free upgrade of their license and access to new software versions.

From Services perspective, while it depends on specific customers' implementation, a project deployed following product best practices can be seamlessly migrated.

Please refer to related releases "*HP Service Activator Migration Guide*" for general compatibility checking points.

Question Do I need to request new license keys when upgrading to the new HP Service Activator version?

Answer Licenses delivered with a software release from the HP Service Activation program 6.x are compatible with version Service Activator 6.2. If a customer owns deprecated license keys and a valid support contract, new license keys will be provided by the HP Service Activator Product Manager after a customer licenses entitlement review.

Table in Appendix C provides details about license keys and software version compatibility.

Question What are the hardware requirements to migrate to HP Service Activator 6.2?

Answer Hardware requirements will vary depending on your operating system. Please review the appropriate Release Notes or otherwise contact your local HP CMS Sales representative for further assistance.

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

Answer The latest version is HP Service Activator 6.2. Please check the [Operations Support System Fulfillment Solutions page](#) or otherwise check with your local HP sales representative or HP CMS business partner for the latest information.

Question Is V6.2 available only in PAYG?

Answer Yes. For exception requests, please contact the HP Service Activator Product Manager, this will be managed on case per case basis.

Question Who can I contact if I have more questions with regards to this product discontinuance?

Answer Please contact the HP Service Activator Product Manager.

Question Can I still purchase additional licenses of a discontinued version? If yes, how?

Answer Additional licenses cannot be purchased for versions that are discontinued and past their end of sale date. Instead after migration, upsell for new or additional capacity entitlement may be proposed in the PAYG model for HP SA 6.2.

Question What are my discontinuance options?

Answer Customers have the option to continue using former HP Service Activator versions. HP will stop providing support for those versions according to the end of support schedule. Customers are encouraged to begin reviewing their business requirements for discontinued HP Service Activator versions. Customers are also encouraged to contact their local HP Sales Representative or HP CMS Business Partner for help in determining migration options that meet their business needs.

Question What if I cannot be ready on time for the migration?

Answer Extended support contract can be proposed after the end of support.  
Extended support contract T&Cs and duration are defined by the HP OSS WW Support Lead and agreed with the HP Service Activator Product Manager to address customer's specific needs.  
Formalized Contract document is issued by the HP Regional Support Lead which can be identified on the [HP CMS Solutions and Services Portal](#).

Question How does this affect my on-going Service Activator support contract?

Answer The contract remains valid until expiration in any case. In the migration case, on-going support contract will be migrated to HP Service Activator 6.x server based P/Ns. At next renewal, Customers will be proposed to migrate to the PAYG model with mapping of their current entitlement to new PAYG P/Ns.  
Customers remain entitled to retrieve the new version media until the end of their current active support contract.

Question Is it mandatory to move to PAYG model?

Answer At support contract renewal date, Customers will be proposed to migrate to the PAYG model with a mapping of their current license and capacity entitlement to new PAYG licenses, at no additional cost.

Question How are legacy licenses mapped to PAYG model licenses?

Answer Legacy customer's licenses will be mapped and converted to new PAYG licenses based on the deployed solution type and on current usage information of the solution in production.

Question Should there be a defect with a version of Service Activator for which no defect fixing is done anymore, can customer pay for a fix to be implemented on request?

Answer HP may choose to offer defect fixes at a premium price, depending on available resources.

Question How will the new license keys be delivered to the customers if needed?

Answer Customers should contact their local HP Sales Representative or HP CMS Business Partner and provide the original Entitlement Order Number (EON) communicated by HP by mail upon initial purchase with their request for license migration.  
The HP Sales representative communicates the EON to the HP Service Activator Product Manager to trigger the license upgrade process. New license keys can be retrieved through the [HP Licensing for Software portal](#) (log with HP Passport and use the EON to reach the generation page).

Question	How will the new release media be delivered to me?
Answer	The customer can request the HP Service Activator V6.2 media by contacting its local HP CMS sales representative.
Question	When I upgrade from a former Service Activator version to the latest Service Activator, can I continue using my existing support contracts until they expire?
Answer	Yes, but the support contracts need to be updated as well. Customers have to contact their local HP contract administration representative or HP CMS business partner to get their support contract updated accordingly.
Question	When I upgrade from a former Service Activator version to the latest Service Activator, can I expect the same support pricing compared to former Service Activator version?
Answer	Yes, whatever the selected approach for the renewal (PAYG/Legacy). Note that legacy P/Ns renewal option will end with related versions obsolescence.
Question	What migration services are available to help me to upgrade?
Answer	HP doesn't offer a standard upgrade service for this product. Upgrading from Service Activator version Vn-1 to Service Activator version Vn is described in the Migration Guide of Service Activator Vn. If some assistance performing this upgrade is needed, the Service Fulfillment Global Practice can be contacted to have an HP Consultant prepare and perform this upgrade.

**For more information please contact you HP CMS Sales representative.**

**If you do not have a current HP CMS Sales representative, please contact HP OSS Product Management ([temip-product-management@hp.com](mailto:temip-product-management@hp.com)).**

Respectfully,  
Sebastien Evrard

HP OSS TeMIP Product Management,  
HP Communications and Media Solutions

## Appendix A

### List of affected Product Numbers

#### HP Service Activator 4.x

UF690AA	OVSA V4.1 CD-ROM Media
UF691AA	OVSA V4 Platform LTU
UF692AA	OVSA V4 High Availability LTU
UF693AA	OVSA V4 Platform CPU RTU
UF694AA	OVSA V4 High Availability CPU RTU
UF695AA	OVSA V4 Platform Lite LTU
UF696AA	OVSA V4.3 VPN SVP CD-ROM Media
JA445AA	OVSA V4.4 VPN SVP CD-ROM Media
UF697AA	OVSA V4 VPN SVP LTU
JA446AA	HP SA Metro Ethernet Service Solution V4.1 Media
JA447AA	HP SA Metro Ethernet Solution V4 RTU

#### HP Service Activator 5.0

JA676FA	HP Service Activator 5.0 Platform Media
JA676FAE	HP Service Activator 5.0 Platform E-Media
JA698FA	HP SA V5.0 VPN Solution Media
JA698FAE	HP SA V5.0 VPN Solution E-Media
JA699FA	HP Service Activator VPN Solution V5 RTU
JA699FAE	HP Service Activator VPN Soln V5 ERTU
JA699GA	HP Service Activator VPN V5 Lite RTU
JA699GAE	HP Service Activator VPN V5 Lite ERTU
JA626FA	HP Service Activator Legacy A RTU
JA626FAE	HP Service Activator Legacy A ERTU
JA627FA	HP Service Activator Legacy B RTU
JA627FAE	HP Service Activator Legacy B ERTU
JA628FA	HP Service Activator Legacy C RTU
JA628FAE	HP Service Activator Legacy C ERTU
JA629FA	HP Service Activator Legacy VPN RTU
JA629FAE	HP Service Activator Legacy VPN ERTU

HP Service Activator 6.0

JJ175FA	HP Service Activator V6.0 Platform Media
JJ175FAE	HP Service Activator V6.0 Platfo E-Media
JJ176FA	HP SA Extension Pack V6.0 Media
JJ176FAE	HP SA Extension Pack V6.0 E-Media
JA604FAE	HP SA VPN Solution V6 E-Media

HP Service Activator 6.1

JJ894AAE	HP Service Activator V6.1 Platfo E-Media
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# Appendix B

## HP SA Version enhancements

### Migration to 6.2 benefits

#### From 6.1

- Pay-as-you-Grow licensing support.
- Low TCO alternative to Oracle DB (EnterpriseDB PPAS) extended to all Business Solutions.
- Alignment with HP Network Automation 9.2.
- Modeling of new generation router card types.

#### From 6.0

In addition to the list above

- Low cost database PoC and Implementation: PostgreSQL PoC / Advanced Plus
- JMS support fix
- Management Handles: Automatic Elasticity, Failover API, Transaction Stats, Command Line Service Activator Configuration
- LDAP plug-in Enhancement
- Workflow Designer enhancement
- Improved API and UI (monitoring parameters retrieval enhanced)

#### From 5.1

In addition to the list above

- Performance Increase
- Support for IPv6
- Connection Pooling
- LDAP Authentication
- Platform Upgrades
- Integrations alignment with latest versions of NA and NNMi

### Migration to 5.1 benefits

#### From 5.0

- Common Network Resource Model

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- Integration with Network Node Manager (NMMi)
- Integration with Network Automation (NA)
- Clustering enhancement (watchdog, virtual IP)
- Disaster Recovery (cold standby)
- Web Service Designer
- Deployment Manager enhancements
- Generic CLI Plug-in enhancements
- User Interface enhancements (SSO)

## From 4.x

In addition to the list above

- Clustering (provides native high-availability (hot standby) that is independent from underlying high-availability solutions (e.g. Serviceguard or Sun Cluster).)
- Solution separation (multiple solutions to coexist on a single Service Activator platform)
- Tools (Deployment Manager, Inventory Tree Designer)
- User Management (Users and roles managed from Service Activator UI)
- Priority support in the resource manager
- Enhanced security



## Appendix C

### License keys compatibility with software versions

- **Compatible:** No change required or Automatic updated keys delivery.
- **Manual:** Requires contacting HP Service Activator Product Manager for new keys Activation based on customer contract BOM.
- **Conversion:** Requires capacity entitlement computation with HP Service Activator Product Manager for PAYG license key Activation.

Keys delivered with ↓	HP SA V5.0	HP SA V5.1	HP SAV 6.0	HP SA V 6.1	HP SA V6.2 Legacy	HP SA V6.2 PAYG
HP SA V4.x	Compatible	Compatible	Migration	Migration	Migration	Conversion
HP SA V5.0	Compatible	Compatible	Migration	Migration	Migration	Conversion
HP SA V5.1	N/A	Compatible	Migration	Migration	Migration	Conversion
HP SA V6.0	N/A	N/A	Compatible	Compatible	Compatible	Conversion
HP SA V6.1	N/A	N/A	N/A	Compatible	Compatible	Conversion
HP SA V6.2 Legacy	N/A	N/A	N/A	N/A	Compatible	Conversion

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