

HP CloudSystem Enterprise Starter Suite 2013.03, 2013.06 and 2013.09 End of Sale Announcement

Frequently Asked Questions

On March 1, 2015, HP announced the end of sale date for HP CloudSystem Enterprise (CSE) Starter Suite 2013.03, 2013.06 and 2013.09. 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 CSE Starter Suite 2013.03, 2013.06 and 2013.09?
<i>Answer</i>	Effective March 1, 2015, HP is announcing the End of Sale of CSE Starter Suite 2013.03, 2013.06 and 2013.09. Current customers may continue to purchase additional licenses of CSE Starter Suite 2013.03, 2013.06 and 2013.09 until May 1, 2015. 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 CSE Starter Suite 2013.03, 2013.06 and 2013.09?
<i>Answer</i>	CSE Starter Suite 2013.03, 2013.06 and 2013.09 will reach End of Committed Support in the near future. For this reason, HP is discontinuing the sales of this version. 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 CSE Starter Suite 2013.03, 2013.06 or 2013.09?
<i>Answer</i>	CSE Starter Suite 2013.03, 2013.06 and 2013.09 will continue to be available for purchase to current support customers through May 1, 2015. 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 CSE Starter Suite 2013.03, 2013.06 or 2013.09? If yes, how?
<i>Answer</i>	Additional licenses may not be purchased for versions that are discontinued and

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past their end of sale date.

Question Do I need to request new license keys when updating to CSE Starter Suite 2014.12?

Answer Yes, you have to obtain new license keys for CSE Starter Suite 2014.12. Please visit the My Updates portal at hp.com/software/updates. Select the CSE Starter Suite 2014.01 media and obtain the license keys for this version from the 'get license' tab. These license keys work for the CSE Starter Suite 2014.12 version as well.

For Enterprise License Agreement (ELA) customers, use Software Activation Website (SAW) to request CSE Starter Suite 2014.12 license keys.

Question What version of CSE Starter Suite is currently available and what update plans do you have for the product, if any?

Answer The latest version is CSE Starter Suite 2014.12. Please check hp.com/go/software 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: hp.com/go/hpssoftwaresupport/
- HP Technical Support: hp.com/go/hpssoftwaresupport/casemanager/submitcase

Question What are the hardware requirements to update to CSE Starter Suite 2014.12?

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 update information for CSE Starter Suite 2014.12?

Answer Your local HP sales representative or HP Software Business Partner can help you get this information.

Question I plan to update my CSE Starter Suite environment using in-house technical resources. Where do I get all the required software?

Answer All CSE Starter Suite support customers can download CSE Starter Suite 2014.12 media via ['My Updates'](#).

Question What is the concurrent support time period for this update?

Answer There will be 6 months of concurrent support for updating to CSE Starter Suite 2014.12.

Support contract related questions

Question What is the End of Committed Support date?

Answer The End of Committed Support date for CSE Starter Suite 2013.03 is March 31, 2016. The End of Committed Support date for CSE Starter Suite 2013.06 is June

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30, 2016. The End of Committed Support date for CSE Starter Suite 2013.09 is September 30, 2016. These dates were announced on Software Support Online in 2013. As of the End of Committed Support date, customer support activities for this version will cease, this includes:

- Security Rule updates
- Product upgrades

<i>Question</i>	What is the End of Extended Support date?
<i>Answer</i>	The End of Extended Support date for CSE Starter Suite 2013.03 is March 31, 2018. The End of Extended Support date for CSE Starter Suite 2013.06 is June 30, 2018. The End of Extended Support date for CSE Starter Suite 2013.09 is September 30, 2018. These dates were announced on Software Support Online in 2013. During the 2 year Extended Support period, you have access to existing patches, defect fixes and telephone support.
<i>Question</i>	Are there any other key dates I need to be aware of?
<i>Answer</i>	Please see Customer Letter page 1 for key dates.
<i>Question</i>	What are my discontinuance options?
<i>Answer</i>	You have the option to continue using CSE Starter Suite 2013.03, 2013.06 or 2013.09. HP will stop providing Committed Support and Extended Support as mentioned above. Self-Help support will continue to be available for two additional years after the End of Extended Support. You are encouraged to begin reviewing your business requirements for CSE Starter Suite. You are also encouraged to contact your local HP Sales Representative or HP Software Business Partner for help in determining migration options that meet your business needs.
<i>Question</i>	Can I get a support contract for technical support only, without having to pay for updates?
<i>Answer</i>	No, support contracts include both technical support and software updates.
<i>Question</i>	Should there be a defect with a version of CSE Starter Suite for which no defect fixing is done anymore, can I pay for a fix to be implemented on my request?
<i>Answer</i>	HP may choose to offer defect fixes at a premium price, depending on available resources.
<i>Question</i>	If I am on a support contract, what will I be entitled to?
<i>Answer</i>	You should have received a letter or electronic notification from HP to inform you about the availability of CSE Starter Suite 2014.12 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 update to be easy and successful.
<i>Question</i>	When I update from CSE Starter Suite 2013.03, 2013.06 or 2013.09 to CSE Starter Suite 2014.12, can I continue my existing support contracts until they expire?
<i>Answer</i>	Yes, your support contract will be updated automatically at the next renewal time.
<i>Question</i>	When I update from CSE Starter Suite 2013.03, 2013.06 or 2013.09 to CSE Starter Suite 2014.12, can I expect the same support pricing compared to CSE

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Starter Suite 2013.03, 2013.06 or 2013.09?

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.

Question

What migration services are available to help me update?

Answer

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

Question

What educational training packages are available for CSE Starter Suite 2014.12?

Answer

Your local Software Education specialist can help understand what training packages are available for you. Please email your local contact for more information

Americas - [HP Software Education AMS](#)

Asia Pacific - [HP Software Education AP](#)

Japan - [HP Software Education Japan](#)

Europe, Middle East and Africa - [HP Software Education EMEA](#)

For more information

For more information on CSE Starter Suite 2014.12 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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