



HP Service Activator 5.1

<i>Question</i>	<i>When is HP discontinuing HP Service Activator 5.1?</i>
<i>Answer</i>	Effective 1-Feb-2015, HP is discontinuing <i>HP Service Activator 5.1</i> . Existing customers have been informed by their local sales representative about the End of Support Date (effective on 31-Dec-2017).
<i>Question</i>	<i>What versions of HP Service Activator are currently available?</i>
<i>Answer</i>	On 28-Feb-2015, 6.2 and 7.0 are available. Please double-check with your local CMS Sales representative if a more recent version is available.
<i>Question</i>	<i>Why is HP discontinuing HP Service Activator 5.1?</i>
<i>Answer</i>	This is in accordance with the HP CMS Support Datasheet.
<i>Question</i>	<i>What product numbers are affected?</i>
<i>Answer</i>	Please refer to the Appendix A for the list of affected Product Numbers.
<i>Question</i>	<i>Whom can I contact if I have more questions with regards to this product discontinuance?</i>
<i>Answer</i>	Please contact your Local CMS Sales representative.
<i>Question</i>	<i>What are the hardware requirements to migrate from HP Service Activator 5.1 to HP Service Activator 7.0?</i>
<i>Answer</i>	Please review the appropriate Release Notes, Installation Guide, and/or Migration Guide or otherwise contact your local HP CMS Sales representative for further assistance.
<i>Question</i>	<i>Where can I find migration information for HP Service Activator 5.1?</i>
<i>Answer</i>	Your local HP CMS sales representative can help you get this information.
<i>Question</i>	<i>I plan to migrate my HP Service Activator environment using in-house technical resources. Where do I get all the required software?</i>
<i>Answer</i>	You can request the HP Service Activator media by contacting your local HP CMS sales representative
<i>Question</i>	<i>I received this communication but I have already migrated my HP Service Activator solution. Do I need to do anything?</i>
<i>Answer</i>	No, nothing more.
<i>Question</i>	<i>What is the end of support date of HP Service Activator 5.1?</i>
<i>Answer</i>	“Standard support” of HP Service Activator 5.1 will end on 31-Dec-2017 As of these dates all customer support activities will cease, this includes:

- Telephone support
- Product upgrades and migrations

<i>Question</i>	<i>Are there any other key dates I need to be aware of?</i>
<i>Answer</i>	Support extensions can be proposed under specific conditions, please contact your local CMS sales representative.
<i>Question</i>	<i>What are my discontinuance options?</i>
<i>Answer</i>	Customers are encouraged to contact their local HP CMS sales representative for help in determining migration options that meet their business needs.
<i>Question</i>	<i>Can I get a support contract for technical support only, without having to pay for upgrades?</i>
<i>Answer</i>	No, support contracts include both technical support and software updates.
<i>Question</i>	<i>Should there be a defect with a version of HP Service Activator 5.1 for which no defect fixing is done anymore, can I pay for a fix to be implemented on my request?</i>
<i>Answer</i>	HP may choose to offer defect fixes at a premium price, depending on available resources.
<i>Question</i>	<i>If I am on a support contract, what will I be entitled to?</i>
<i>Answer</i>	You should have received a notification from your local HP CMS sales and support representatives who can help provide information and assistance to enable your upgrade to be easy and successful.
<i>Question</i>	<i>When I migrate from HP Service Activator 5.1 to latest HP Service Activator release, can I continue my existing support contract until they expire?</i>
<i>Answer</i>	Yes. It is however strongly recommended to start at the soonest the discussions on the support contract renewal with your local HP CMS sales representative. Indeed, the only one licensing model that remains is the Capacity based model and related product numbers. As a consequence of the legacy product numbers unavailability from End of Support date, any new support offer go with the Capacity based product numbers. It is needed to work out the mapping of your current server based entitlement into a capacity based entitlement to set the proper quantity of each P/N in the support contract for preparing a support offer.
<i>Question</i>	<i>When I migrate from HP Service Activator 5.1 to latest HP Service Activator release, can I expect the same support pricing compared to my version?</i>
<i>Answer</i>	Yes. Despite the full move to the Capacity based model from the HP Service Activator 7.0 release (move initiated with the discontinuance of HP Service Activator 6.0) by model design and by migration process the new support pricing will remain unchanged.
<i>Question</i>	<i>What migration services are available to help me migrate?</i>
<i>Answer</i>	HP CMS Solution Services can provide migration assistance as a services engagement. In addition, the product provides documentation for the migration process.

For more information please contact you HP CMS Sales representative.

If you do not have a current HP CMS Sales representative, please contact the HP Service Activator Product Management,
(Sebastien.evrard@hp.com).

Respectfully,

Sebastien Evrard,

**HP Service Activator Product Management,
HP Communications and Media Solutions**

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Appendix A

List of affected Product Numbers

JA678FBE	HP SA V5 Tier B Cluster/Dev/Test ELTU
JA680FBE	HP SA V5 Tier C Cluster/Dev/Test ELTU
JA682FBE	HP SA V5 Tier D Dev/Test ELTU
JA677FAE	HP Service Activator V5 Tier A ELTU
JA678FAE	HP Service Activator V5 Tier B ELTU
JA680FAE	HP Service Activator V5 Tier C ELTU
JA682FAE	HP Service Activator V5 Tier D ELTU
JA684FAE	HP Service Activator V5 Tier E ELTU
JA946FAE	HP Service Activator V5.1 Platfo E-Media
JA946FA	HP Service Activator V5.1 Platform Media
JA699FAE	HP Service Activator VPN Soln V5 E-RTU
JA699GAE	HP Service Activator VPN V5 Lite E-RTU
JJ605FAE	HP SA 0-1M/0.5M Tokens capacity E-LTU
JJ609FAE	HP SA 100M-200M/1M Tokens capacity E-RTU
JJ606FAE	HP SA 1M-5M/ 0.5M Tokens capacity E-RTU
JJ608FAE	HP SA 25M-100M/1M Tokens capacity E-RTU
JJ607FAE	HP SA 5M-25M/1M Tokens capacity E-RTU
JA515FAE	HP SA Extension Pack ERTU
JA516FAE	HP SA Extension Pack Lite ERTU
JA945FAE	HP SA Extension Pack V5.1 E-Media
JA945FA	HP SA Extension Pack V5.1 Media
JK298FAE	HP SA Extension Pack V6.1 E-Media
JK298FA	HP SA Extension Pack V6.1 Media
JJ511FAE	HP SA Small Upgrade E-RTU
JJ512FAE	HP SA Large Upgrade E-RTU
JA947FAE	HP SA NA Integration E-RTU
JA948FAE	HP SA NNM Integration E-RTU