HP Software Server Automation 9.1x End of Sale Announcement

Frequently Asked Questions

On June 12, 2015, HP announced the End of Sale date for Server Automation 9.1x. The End of Committed Support (*EOCS) and End of Extended Support (*EOES) dates were previously communicated on Software Support Online.

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

Product related questions	
Question	When is HP discontinuing sales for Server Automation 9.1x?
Answer	Effective June 12, 2015, HP is announcing the End of Sale of Server Automation 9.1x. Current Customers may continue to purchase additional licenses of Server Automation 9.1 until July 31, 2015. 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 sales for Server Automation 9.1x?
Answer	Server Automation 9.1x will reach EOCS date in the near future. For this reason, HP is discontinuing the sales of Server Automation 9.1x. This is in accordance with the HP Software Supported Version Policy. Definitions of terms are documented in the HP Software product version obsolescence guidelines.
Question	What product numbers are affected by this obsolescence?
Answer	Please refer to Appendix B in the customer letter for the list of affected product numbers.
Question	When is the last date I can order Server Automation 9.1x?
Answer	Server Automation 9.1x will continue to be available for purchase to current support customers through July 31, 2015. As of that date, you will no longer be able to purchase additional licenses of the product.
Question	Can I still purchase additional licenses for Server Automation 9.1x? If yes, how?
Answer	Additional licenses may not be purchased for versions that are discontinued and past their end of sale date.
Question	Do I need to request new license keys when upgrading to Server Automation 10.2x?
Answer	No, you don't need new license keys for Server Automation 10.2x.

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Question	What version of Server Automation is currently available and what update plans do you have for the product, if any?
Answer	The latest version is Server Automation 10.2x. Please check www.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/hpsoftwaresupport/ • HP Technical Support: hp.com/go/hpsoftwaresupport/casemanager/submitcase
Question	What are the hardware requirements to update to Server Automation 10.2x?
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 Server Automation 9.1x?
Answer	Your local HP sales representative or HP Software Business Partner can help you get this information.
Question	I plan to update my Server Automation 9.1x environment using in-house technical resources. Where do I get all the required software?
Answer	All Server Automation 9.1x support customers can download Server Automation 10.2x media via 'My Updates'.
Question	What is the concurrent support time period
Answer	There was 6 months of concurrent support for updating to Server Automation 10.2x. The End of Committed Support date for Server Automation 9.1x is July 31, 2015.

Support contract related questions

Question	What is the EOCS date?
Answer	The EOCS date for Server Automation 9.1x is July 31,2015. This date was announced on Software Support Online on July 01, 2012. As of this date customer support activities for this version will cease, this includes: • Security Rule updates • Product updates
Question	What is the EOES date?
Answer	The EOES date for Server Automation 9.1x is July 31, 2017. This date was announced on Software Support Online on July 01, 2012. 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?

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Answer	Please see Customer Letter page 1 for key dates.
Question	What are my discontinuance options?
Answer	Customers have the option to continue using Server Automation 9.1x. HP will stop providing support for Server Automation 9.1x on July 31, 2015. Extended Support will continue to be available through July 31, 2017. Self-Help Support with Rights to New Versions support will continue to be available through July 31, 2021. Customers are encouraged to begin reviewing their business requirements for Server Automation 9.1x. Customers are also encouraged to contact their local HP Sales Representative or HP Software Business Partner for help in determining migration options that meet your business needs.
Question	Can I get a support contract for technical support only, without having to pay for updates?
Answer	No, support contracts include both technical support and software updates.
Question	Should there be a defect with a version of Server Automation 9.1x 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 Server Automation 10.2x 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 / migrate to be easy and successful.
Question	When I update from Server Automation 9.1x to Server Automation 10.2x, can I continue my existing support contracts until they expire?
Answer	**Yes, your support contract will be updated automatically at the next renewal time.**
Question	When I update from Server Automation 9.1x to Server Automation 10.2x, can I expect the same support pricing compared to Server Automation 9.1x?
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 the Server Automation 10.2x*?*
Answer	Your local Software Education specialist can help understand what training packages are available for you. Please email your local contact for more information.

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For more information

For more information on Server Automation 10.2x and HP Software services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:

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