

HP Server Automation Premium Edition Obsolescence Announcement

Frequently Asked Questions

On August 1, 2015, HP announced the product obsolescence for HP Server Automation Premium Edition (a.k.a HP Server Automation Standard or HP Server Automation Virtual Appliance).

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

Product related questions

Question When is HP discontinuing HP Server Automation Premium Edition?

Answer Effective August 1, 2015, HP is announcing the product discontinuance of HP Server Automation Premium Edition. Current customers may continue to purchase additional licenses of HP Server Automation Premium Edition until October 1, 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 HP Server Automation Premium Edition?

Answer Effective with the release of HP Data Center Autoamtion Center Premium Edition 1.0x, HP is announcing the obsolescence of HP Server Automation Premium Edition. This is in accordance with the HP Software Supported Version Policy 5. 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 HP Server Automation Premium Edition?

Answer HP Server Automation Premium Edition will continue to be available for purchase to current support customers through October 1, 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 HP Server Automation Premium Edition? If yes, how?

Answer Additional licenses may not be purchased for products that are discontinued and past their end of sale date.

Question Do I need new license keys when migrating to HP Data Center Autoamtion Center Premium Edition?

Answer Yes, you have to obtain new license keys for HP Data Center Autoamtion Center Premium Edition. Please visit the My Updates portal at hp.com/software/updates. The Entitlement Order Number to be used is SA2DCAAMIG_<SAID>. As an e.g.: If your Support Agreement ID is 123456789, then the Entitlement Order Number to be used is SA2DCAAMIG_123456789.

For Enterprise License Agreement (ELA) customers, use Software Activation Website (SAW) to request HP Data Center Autoamtion Center Premium Edition license keys.

<i>Question</i>	What version of HP Data Center Autoamtion Center Premium Edition is currently available and what update plans do you have for the product, if any?
<i>Answer</i>	The latest version is HP Data Center Autoamtion Center Premium Edition 1.0x. Please check hp.com/go/software or otherwise check with your local HP sales representative or HP software business partner for the latest information.
<i>Question</i>	Who can I contact if I have more questions with regards to this product discontinuance?
<i>Answer</i>	You have several options available to you: <ul style="list-style-type: none"> • 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
<i>Question</i>	What are the hardware requirements to migrate to HP Data Center Autoamtion Center Premium Edition?
<i>Answer</i>	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.
<i>Question</i>	Where can I find migration information for HP Data Center Autoamtion Center Premium Edition?
<i>Answer</i>	Your local HP sales representative or HP Software Business Partner can help you get this information.
<i>Question</i>	I plan to migrate my HP Server Automation Premium Edition environment using in-house technical resources. Where do I get all the required software?
<i>Answer</i>	All HP Server Autoamtion Premium Edition support customers can download the HP Data Center Autoamtion Center Premium Edition media via 'My Updates' once your support contract has been migrated to reflect the HP Data Center Autoamtion Center Premium Edition products. This will happen automatically at the time of next support renewal. However, if you would like to migrate prior to your support contract renewal, please contact your HP Sales Representative to get your support contract updated.
<i>Question</i>	What is the concurrent support time period
<i>Answer</i>	There will be 6 months of concurrent support while migrating to HP Data Center Autoamtion Center Premium Edition.
Support contract related questions	
<i>Question</i>	What is the End of Committed Support date?
<i>Answer</i>	The End of Committed Support date for HP Server Automation Premium Edition is June 30, 2017. This date was published on Software Support Online in 2012. As of this date all customer support activities for this version will cease, this includes: <ul style="list-style-type: none"> • Security Rule updates • Product updates
<i>Question</i>	What is the End of Extended Support date?
<i>Answer</i>	The End of Extended Support date for HP Server Automation Premium Edition is June 30, 2019. This date was published on Software Support Online in 2012. 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?

Answer Please see Customer Letter page 1 for key dates.

Question What are my discontinuance options?

Answer You have the option to continue using HP Server Automation Premium Edition. HP will stop providing support for HP Server Automation Premium Edition as indicated above. You are encouraged to begin reviewing your business requirements for HP Server Automation Premium Edition. 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.

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 HP Server Automation Premium Edition 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 HP Data Center Automation Appliance Premium Edition 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 migration to be easy and successful.

Question When I migrate from HP Server Automation Premium Edition to HP Data Center Automation Appliance Premium Edition, can I continue my existing support contracts until they expire?

Answer Yes, your support contract will be updated automatically at the time of next support contract renewal.

Question When I migrate from HP Server Automation Premium Edition to HP Data Center Automation Appliance Premium Edition, can I expect the same support pricing compared to HP Server Automation Premium Edition?

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.

<i>Question</i>	What migration services are available to help me migrate?
<i>Answer</i>	Your local HP sales representative or HP software business partner can help you get this information.
<i>Question</i>	What educational training packages are available for the to HP Data Center Automation Appliance Premium Edition?
<i>Answer</i>	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 to HP Data Center Automation Appliance Premium Edition 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/hpsupportsupport/support-lifecycle

Sign up for updates
hp.com/go/swupdatealerts

