

HP Business Service Automation Essentials 9.1x End of Sale Announcement

Frequently Asked Questions

On August 12, 2015, HP announced the End of Sale date for HP Business Service Automation Essentials 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 HP Business Service Automation Essentials 9.1x?

Answer Effective August 12, 2015, HP is announcing the End of Sale of HP Business Service Automation Essentials 9.1x. Current Customers may continue to purchase additional licenses of HP Business Service Automation Essentials 9.1x until October 12, 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 HP Business Service Automation Essentials 9.1x?

Answer HP Business Service Automation Essentials 9.1x will reach EOCS date in the near future. For this reason, HP is discontinuing the sales of HP Business Service Automation Essentials 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 HP Business Service Automation Essentials 9.1x?

Answer HP Business Service Automation Essentials 9.1x will continue to be available for purchase to current support customers through October 12, 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 Business Service Automation Essentials 9.1x? If yes, how?

Question Do I need to request new license keys when upgrading to HP Business Service Automation Essentials 9.2x?

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<i>Answer</i>	No, you don't need new license keys for HP Business Service Automation Essentials 9.2x
<i>Question</i>	What version of HP Business Service Automation Essentials is currently available and what update plans do you have for the product, if any?
<i>Answer</i>	The latest version is HP Business Service Automation Essentials 9.2x. 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.
<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/hpsoftwaresupport/ • HP Technical Support: hp.com/go/hpsoftwaresupport/casemanager/submitcase
<i>Question</i>	What are the hardware requirements to update to HP Business Service Automation Essentials 9.2x?
<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 update information for HP Business Service Automation Essentials 9.2x?
<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 update my HP Business Service Automation Essentials 9.1x environment using in-house technical resources. Where do I get all the required software?
<i>Answer</i>	All HP Business Service Automation Essentials 9.1x support customers can download HP Business Service Automation Essentials 9.2x media via 'My Updates'.
<i>Question</i>	What is the concurrent support time period
<i>Answer</i>	There will be 6 months of concurrent support for getting migrated to HP Business Service Automation Essentials 9.2x.

Support contract related questions

<i>Question</i>	What is the EOCS date?
<i>Answer</i>	The EOCS date for HP Business Service Automation Essentials 9.1x is Aug 31, 2015. This date was announced on Software Support Online on Apr 01, 2013. As of this date 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 EOES date?
<i>Answer</i>	The EOES date for HP Business Service Automation Essentials 9.1x is Aug 31, 2017. This date was announced on Software Support Online on Apr 01, 2013.

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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?

Answer Please see Customer Letter page 1 for key dates.

Question What are my discontinuance options?

Answer Customers have the option to continue using HP Business Service Automation Essentials 9.1x. HP will stop providing support for HP Business Service Automation Essentials 9.1x on Aug 31, 2015. Extended Support will continue to be available through Aug 31, 2017. Self-Help Support with Rights to New Versions support will continue to be available through Aug 31, 2021. Customers are encouraged to begin reviewing their business requirements for HP Business Service Automation Essentials 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 HP Business Service Automation Essentials 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 HP Business Service Automation Essentials 9.2x. 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 HP Business Service Automation Essentials 9.1x. to HP Business Service Automation Essentials 9.1x., 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 HP Business Service Automation Essentials 9.1x to HP Business Service Automation Essentials 9.2x, can I expect the same support pricing compared to HP Business Service Automation Essentials 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 / migrate?

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

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<i>Question</i>	What educational training packages are available for the HP Business Service Automation Essentials 9.2x?
<i>Answer</i>	<p>Your local Software Education specialist can help understand what training packages are available for you. Please email your local contact for more information.</p> <p>Choose according to the product / region the program is for and remove what's not needed.</p> <p>ITOM / ADM / ITM Education / ART</p> <p>Americas - HP Software Education AMS</p> <p>Asia Pacific - HP Software Education AP</p> <p>Japan - HP Software Education Japan</p> <p>Europe, Middle East and Africa - HP Software Education EMEA</p>

For more information

For more information on HP Business Service Automation Essentials 9.2x and HP Software services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:

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hp.com/go/hpssoftwaresupport/
hp.com/go/hpssoftwaresupport/support-lifecycle

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