



# ***HP Cloud and Automation Suite 2013.xx & 2014.xx, HP Cloud Service Automation Enterprise Suite 2013.xx***

## **End of Sale Announcement**

### ***Frequently Asked Questions***

On December 1, 2015, Hewlett Packard Enterprise announced the End of Sale for the following products:

- HP Cloud and Automation Suite Express Edition 2014.07 & 2014.12
- HP Cloud and Automation Suite Premium Edition 2013.09, 2014.01, 2014.07 & 2014.12
- HP Cloud and Automation Suite Ultimate Edition 2013.12, 2014.01, 2014.07 & 2014.12
- HP Cloud Service Automation Enterprise Suite 2013.06 & 2013.09

The End of Committed Support and End of Extended Support dates for these product versions were previously communicated via Software Support Online.

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

### **PRODUCT RELATED QUESTIONS**

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<b>Question</b>	When is HPE discontinuing sales for these product versions?
<b>Answer</b>	Effective December 1, 2015, HPE is announcing the End of Sale of these product versions.
<b>Question</b>	Why is HPE discontinuing sales for these products?
<b>Answer</b>	These product versions include a version of Business Objects from SAP. HPE's agreement with SAP to distribute this version of Business Objects has been terminated and so, we can no longer distribute the product media that contains this version of Business Objects beyond December 20, 2015. This is why HPE is discontinuing the sale of these product versions.
<b>Question</b>	What product numbers are affected by this obsolescence?

<b>Answer</b>	Please refer to Appendix B in the customer letter for the list of affected product numbers.
<b>Question</b>	When is the last date I can download the media for these product versions?
<b>Answer</b>	As of December 20, 2015, HPE will remove the media for these product versions and any prior versions affected by this from our download portals. If you need a copy of these versions' or prior versions' media, please ensure that you download that prior to December 20, 2015.
<b>Question</b>	Can I still purchase additional licenses for these product versions? If yes, how?
<b>Answer</b>	Yes, you can continue to buy additional licenses for these product versions until further notice.
<b>Question</b>	Do I need to request new license keys when updating to HP Cloud and Automation Suite 2015.06?
<b>Answer</b>	No, you don't need new license keys. Your existing license keys will continue to work.
<b>Question</b>	What version of HP Cloud and Automation Suite is currently available and what update plans do you have for the product, if any?
<b>Answer</b>	The latest version is 2015.06. Please check <a href="http://hp.com/go/software">hp.com/go/software</a> or otherwise check with your local HPE sales representative or HPE business partner for the latest information.
<b>Question</b>	Who can I contact if I have more questions with regards to this product discontinuance?
<b>Answer</b>	You have several options available to you: Contact your local HPE sales representative or your local HPE business partner: <a href="http://hpe.com/software/home">hpe.com/software/home</a> Web Self Solve: <a href="http://hpe.com/software/support">hpe.com/software/support</a> HPE Technical Support: <a href="http://hpe.com/software/support">hpe.com/software/support</a> (click on Support Contact & Community → Contact Us → Phone)
<b>Question</b>	What are the hardware requirements to update to HP Cloud and Automation Suite 2015.06?
<b>Answer</b>	Hardware requirements will vary depending on your operating system, please review the appropriate System Requirements and Compatibility Matrix document or contact your local HPE sales representative or HPE business partner for further assistance.
<b>Question</b>	Where can I find update information for HP Cloud and Automation Suite 2015.06?
<b>Answer</b>	Your local HPE sales representative or HPE business partner can help you get this information.
<b>Question</b>	I plan to update using in-house technical resources. Where do I get all the required software?
<b>Answer</b>	All customers with a valid support contract for these products can download HP Cloud and Automation Suite 2015.06 media via 'My Updates'.
<b>Question</b>	What is the concurrent support time period?
<b>Answer</b>	There will be 6 months of concurrent support for updating to HP Cloud and Automation Suite 2015.06.

## SUPPORT CONTRACT RELATED QUESTIONS

<b>Question</b>	What is the End of Committed Support date?
<b>Answer</b>	The End of Committed Support date for the different versions of these products can be found in the customer letter. These dates were published on <a href="#">Software Support Online</a> at the time each of these product versions were released.

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As of the End of Committed Support date for each product version, customer support activities for that version will cease. This includes:

- Security Rule updates
- Product updates

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<b>Question</b>	What is the End of Extended Support date?
<b>Answer</b>	The End of Extended Support date for the different versions of these products can be found in the customer letter. These dates were published on <a href="#">Software Support Online</a> at the time each of these product versions were released. During the 2 year Extended Support period, you have access to existing patches, fixes and telephone support.
<b>Question</b>	Are there any other key dates I need to be aware of?
<b>Answer</b>	Please see customer letter, page 1, for key dates.
<b>Question</b>	What are my discontinuance options?
<b>Answer</b>	You have the option to continue using these products. HPE will stop providing Committed Support, Extended Support and Self-Help Support with Rights to New Versions for these product versions, as listed in the customer letter. You are encouraged to begin reviewing your business requirements for these product versions. You are also encouraged to contact your local HPE sales representative or HPE business partner for help in determining update or migration options that meet your business needs.
<b>Question</b>	Can I get a support contract for technical support only, without having to pay for updates?
<b>Answer</b>	No, support contracts include both technical support and software updates.
<b>Question</b>	Should there be a defect with a version of these products for which no defect fixing is done anymore, can I pay for a fix to be implemented on my request?
<b>Answer</b>	HPE may choose to offer defect fixes at a premium price, depending on available resources.
<b>Question</b>	If I am on a support contract, what will I be entitled to?
<b>Answer</b>	You should have received a letter or electronic notification from HPE to inform you about the availability of HP Cloud and Automation Suite 2015.06 for support customers, what license(s) you were entitled to under your support contract and how to sign up for it. Your local HPE sales and support representatives or your HPE business partner can help provide information and assistance to enable your update to be easy and successful.
<b>Question</b>	When I update to HP Cloud and Automation Suite 2015.06, can I continue my existing support contracts until they expire?
<b>Answer</b>	Yes, you can continue using your existing support contracts until they expire.
<b>Question</b>	When I update to HP Cloud and Automation Suite 2015.06, can I expect the same support pricing compared to prior versions?
<b>Answer</b>	Not necessarily. Each product support price is determined independently. Please work with your HPE representative to know the difference in support pricing, if any.
<b>Question</b>	What migration services are available to help me update?
<b>Answer</b>	Your local HPE sales representative or HPE business partner can help you get this information
<b>Question</b>	What educational/training packages are available for HP Cloud and Automation Suite 2015.06?
<b>Answer</b>	Your local HPE education specialist can help understand what training packages are available for you. Please email your local contact for more information:  Americas - <a href="#">HPE Education AMS</a> Asia Pacific - <a href="#">HPE Education AP</a> Japan - <a href="#">HPE Education Japan</a>

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For more information on HP Cloud and Automation Suite 2015.06 and HPE services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:

[hpe.com/software/home](http://hpe.com/software/home)

[hpe.com/software/support](http://hpe.com/software/support)

[hpe.com/software/support-lifecycle](http://hpe.com/software/support-lifecycle)

