



HP Automation Insight (AI)

Product Obsolescence Announcement

Frequently Asked Questions

On Dec 16, 2015 Hewlett Packard Enterprise announced the Product Obsolescence of AI effective as of the date set forth below, and the associated migration to HPE Operations Bridge Reporter 10.0x (OBR) for HP Server Automation (SA) customers.

Note: HPE Operations Bridge Reporter is the new name for HP Service Health Reporter.

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

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

PRODUCT RELATED QUESTIONS

Question	When is HPE announcing product obsolescence for AI?
Answer	Effective Dec 16, 2015, HPE is announcing the product obsolescence of AI.
Question	Why is HPE obsoleting for AI?
Answer	AI includes 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. As of December 20, 2015, HPE will remove AI 1.0x and any prior version's media affected by this, from our download portals. If you or your customers need a copy of the AI 1.0x or prior version's media, please ensure that you download that prior to December 20, 2015. This is why HPE is obsoleting AI 1.0x.
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	Can I still purchase additional licenses for AI? If yes, how?
Answer	Additional licenses may not be purchased for versions that are discontinued and past their end of sale date.
Question	I'm ready to migrate, how can I get started with OBR?
Answer	At the next renewal your BSAE license will be replaced with the OBR licenses. If you want to migrate to OBR mid-term please contact your HPE sales representative or your local HPE business partner they can help you get this information.
Question	As a SA customer, do I need to request new license keys when migrating to OBR 10.0x?
Answer	Yes, you have to request new license keys for OBR. Detailed information how to obtain the license key will be send to you with the license migration completion notification.

	For Enterprise License Agreement (ELA) customers, use Software Activation Website (SAW) to request OBR license keys.
Question	What version of OBR is currently available and what update plans do you have for the product, if any?
Answer	OBR 10.0x is currently available and released December 22, 2015.. Please check hp.com/go/software or otherwise check with your local HPE sales representative or HPE 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 HPE sales representative or your local HPE business partner: hpe.com/software/home Web Self Solve: hpe.com/software/support HPE Technical Support: hpe.com/software/support (click on Support Contact & Community → Contact Us → Phone)
Question	What are the hardware requirements to update to OBR?
Answer	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.
Question	Where can I find update information for AI?
Answer	Your local HPE sales representative or HPE business partner can help you get this information.
Question	I plan to update my AI environment using in-house technical resources. Where do I get all the required software?
Answer	All AI support customers can download OBR 10.0x media via 'My Updates'.
Question	What is the concurrent support time period?
Answer	There will be 6 months of concurrent support for updating to OBR 10.0x.

SUPPORT CONTRACT RELATED QUESTIONS

Question	What is the End of Committed Support date?
Answer	The End of Committed Support date for AI 1.0x is July 31, 2018. This date was announced on Software Support Online on September 02, 2014. As of the End of Committed Support date, customer support activities for this version will cease, this includes: <ul style="list-style-type: none"> • Security Rule updates • Product updates
Question	What is the End of Extended Support date?
Answer	The End of Extended Support date for AI 1.0x is July 31, 2020. This date was announced on Software Support Online on September 02, 2014. 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	You have the option to continue using AI 1.0x. HPE will stop providing committed support for AI 1.0x on July 31, 2018. Extended Support will continue to be available through July 31, 2020. Self-Help Support with Rights to New Versions support will continue to be available through July 31, 2024. You are encouraged to begin reviewing your business requirements for AI 1.0x. You are also encouraged to contact your local HPE sales representative or HPE 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 AI 1.0x for which no defect fixing is done anymore, can I pay for a fix to be implemented on my request?
Answer	HPE 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 HPE to inform you about the availability of OBR 10.0x for support customers, what license(s) you are entitled to under your support contract and how to sign up for it, as an AI customer. 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..
Question	When I update from AI 1.0x to OBR 10.0x, 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 AI 1.0x to OBR 10.0x, can I expect the same support pricing compared to AI 1.0x?
Answer	Not necessarily. Each product support price is determined independently. Please work with your HPE representative to know the difference in support pricing, if any.
Question	What migration services are available to help me migrate?
Answer	Your local HPE sales representative or HPE business partner can help you get this information.
Question	What educational/training packages are available for OBR 10.0x?
Answer	Your local HPE education specialist can help understand what training packages are available for you. Please email your local contact for more information . Americas - HPE Education AMS Asia Pacific - HPE Education AP Japan - HPE Education Japan Europe, Middle East and Africa - HPE Education EMEA

For more information on OBR 10.0x and HPE services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:

hpe.com/software/home

hpe.com/software/support

hpe.com/software/support-lifecycle

