



HP Business Service Automation Essentials (BSAE)

Product Obsolescence Announcement

Frequently Asked Questions

On Dec 16, 2015, Hewlett Packard Enterprise announced the Product Obsolescence of BSAE effective as of the date set forth below. HP Network Automation customers should contact Product Management via HPE sales representative or HPE business partner to review roadmap plans. The End of Committed Support and End of Extended Support dates for BSAE 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 BSAE?
Answer	Effective Dec 16, 2015, HPE is announcing the product obsolescence of BSAE.
Question	Why is HPE obsoleting BSAE?
Answer	BSAE 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 BSAE and any prior version's media affected by this, from our download portals. If you or your customers need a copy of BSAE 9.2x or prior version's media, please ensure that you download that prior to December 20, 2015. This is why HPE is obsoleting BSAE.
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 BSAE? If yes, how?
Answer	Additional licenses may not be purchased for versions that are discontinued and past their end of sale date.
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)

SUPPORT CONTRACT RELATED QUESTIONS

Question	What is the End of Committed Support date?
Answer	The End of Committed Support date for BSAE 9.2x is September 30, 2016. 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 BSAE 9.2x is September 30, 2018. 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 BSAE. HPE will stop providing committed support for BSAE 9.2x on September 30, 2016. Extended Support will continue to be available through September 30, 2018. Self-Help Support with Rights to New Versions support will continue to be available through September 30, 2022. You are encouraged to begin reviewing your business requirements for BSAE. 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 BSAE 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.