



HP Business Service Automation Essentials

Product Obsolescence Announcement

Frequently Asked Questions

On Dec 16, 2015, Hewlett Packard Enterprise announced the Product Obsolescence of HP Business Service Automation Essentials (BSAE) effective as of the date set forth below. On February 08, 2016, Hewlett Packard Enterprise announced the associated migration from BSAE to HPE Operations Bridge Reporter Standard (OBR) for HP Network Automation customers (NA). The End of Committed Support and End of Extended Support dates for BSAE were previously communicated via Software Support Online.

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

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	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 HP Network Automation customer, do I need to request new license keys when updating to OBR?
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 10.0x?
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 migration information for BSAE?
Answer	Your local HPE sales representative or HPE business partner can help you get this information.
Question	I plan to migrate my BSAE environment using in-house technical resources. Where do I get all the required software?
Answer	All BSAE 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 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 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.

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 HP Network Automation 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 BSAE 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 BSAE to OBR 10.0x, can I expect the same support pricing compared to BSAE?

Answer Yes

Question What migration services are available to help me update?

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

