



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, and the associated migration to HPE Operations Bridge Reporter (OBR) for HP Server Automation customers. 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 BSAE were previously communicated via Software Support Online.

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

PRODUCT RELATED QUESTIONS

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| 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 | As a HP Server Automation customer, do I need to request new license keys when updating to OBR 10.0x? |
| Answer | OBR 10.0x will be made available later in December. No, you don't need new license keys for OBR 10.0x. |
| Question | What version of OBR is currently available and what update plans do you have for the product, if any? |
| Answer | We will have OBR 10.0x available later in December 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? |

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| Answer | <p>You have several options available to you:</p> <p>Contact your local HPE sales representative or your local HPE business partner:</p> <p>hpe.com/software/home</p> <p>Web Self Solve;</p> <p>hpe.com/software/support</p> <p>HPE Technical Support:</p> <p>hpe.com/software/support (click on Support Contact & Community → Contact Us → Phone)</p> |
| 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 update information for BSAE? |
| Answer | Your local HPE sales representative or HPE business partner can help you get this information. |
| Question | I plan to update 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'. OBR 10.0x will be made available later in December. |
| 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

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| Question | What is the End of Committed Support date? |
| Answer | <p>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:</p> <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? |

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| 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 | Later in December 2015, you will receive 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 Server 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. OBR 10.0x will be made available later in December 2015. |
| Question | When I update from BSAE to OBR 10.0x, can I expect the same support pricing compared to BSAE? |
| 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 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

