



# HP Continuous Delivery Automation 1.2x & 1.3x

## End of Sale Announcement

### Frequently Asked Questions

On April 1, 2016, Hewlett Packard Enterprise announced the product obsolescence for HP Continuous Delivery Automation 1.2x & 1.3x. The End of Committed Support and End of Extended Support dates were previously communicated via Software Support Online.

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

#### PRODUCT RELATED QUESTIONS

<b>Question</b>	When is HPE discontinuing sales for HP Continuous Delivery Automation 1.2x & 1.3x?
<b>Answer</b>	Effective April 1 2016, HPE is announcing the End of Sale of HP Continuous Delivery Automation 1.2x & 1.3x. Current Customers may continue to purchase additional licenses of HP Continuous Delivery Automation 1.2x & 1.3x until June 1, 2016. As of this date, the product will be removed from HPE's Corporate Price List and will no longer be orderable.
<b>Question</b>	Why is HPE discontinuing sales for HP Continuous Delivery Automation 1.2x & 1.3x?
<b>Answer</b>	HP Continuous Delivery Automation 1.2x & 1.3x will reach End of Committed Support in the near future. For this reason, HPE is discontinuing the sales of HP Continuous Delivery Automation 1.2x & 1.3x. This is in accordance with our Release & Support Policy. Definitions of terms are documented in the <a href="#">product version obsolescence guidelines</a> .
<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 order HP Continuous Delivery Automation 1.2x & 1.3x?
<b>Answer</b>	HP Continuous Delivery Automation 1.2x & 1.3x will continue to be available for purchase to current support customers through June 1, 2016. As of that date, you will no longer be able to purchase additional licenses of the product version.
<b>Question</b>	Can I still purchase additional licenses for HP Continuous Delivery Automation 1.2x & 1.3x? If yes, how?
<b>Answer</b>	Additional licenses may not be purchased for versions that are discontinued and past their end of sale date.
<b>Question</b>	Do I need to request new license keys when migrating to HP Codar 1.6x?
<b>Answer</b>	Yes, you have to request new license keys for HP Codar 1.6x. To be able to migrate to HP Codar, your contract needs to be updated first. Once this is done, you will receive an Entitlement Order Number (EON) that is needed to request

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your new HP Codar licences through MyUpdates.  
Please visit the My Updates portal at [hpe.com/software/updates](http://hpe.com/software/updates).  
For Enterprise License Agreement (ELA) customers, use Software Activation Website (SAW) to request HP Codar 1.6x license keys.

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**Question** What version of HP Codar is currently available and what migrate plans do you have for the product, if any?

**Answer** The latest version is 1.6x. Please check [hp.com/go/software](http://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](http://hpe.com/software/home)  
Web Self Solve:  
[hpe.com/software/support](http://hpe.com/software/support)  
HPE Technical Support:  
[hpe.com/software/support](http://hpe.com/software/support) (click on Support Contact & Community → Contact Us → Phone)

**Question** What are the hardware requirements to migrate to HP Codar 1.6x?

**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 migrate information for HP Continuous Delivery Automation 1.2x & 1.3x?

**Answer** Your local HPE sales representative or HPE business partner can help you get this information.

**Question** I plan to migrate my HP Continuous Delivery Automation 1.2x & 1.3x environment using in-house technical resources. Where do I get all the required software?

**Answer** All HP Continuous Delivery Automation 1.2x & 1.3x support customers can download HP Codar 1.6x media via '[My Updates](#)'.

**Question** What is the concurrent support time period?

**Answer** There will be 6 months of concurrent support for migrating to HP Codar 1.6x.

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## SUPPORT CONTRACT RELATED QUESTIONS

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**Question** What is the End of Committed Support date?

**Answer** The End of Committed Support date for HP Continuous Delivery Automation 1.2x is Apr 30, 2016 and for HP Continuous Delivery Automation 1.3x Aug 31, 2016. These dates were announced on [Software Support Online](#) on May 15, 2013 for 1.2x and on Oct 01, 2013 for 1.3x. As of the End of Committed Support date, customer support activities for this version will cease, this includes:

- Security Rule updates
- Product updates

**Question** What is the End of Extended Support date?

**Answer** The End of Extended Support date for HP Continuous Delivery Automation 1.2x is Apr 30, 2018 and for HP Continuous Delivery Automation 1.3x Aug 31, 2018. These dates were announced on [Software Support Online](#) on May 15, 2013 for 1.2x and on Oct 01, 2013 for 1.3x. 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.

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<b>Question</b>	What are my discontinuance options?
<b>Answer</b>	You have the option to continue using HP Continuous Delivery Automation 1.2x & 1.3x. HPE will stop providing committed support for HP Continuous Delivery Automation 1.2x on Apr 30, 2016 and for HP Continuous Delivery Automation 1.3x on Aug 31, 2016. Extended Support will continue to be available for HP Continuous Delivery Automation 1.3x through Apr 30, 2018 and for HP Continuous Delivery Automation 1.3x through Aug 31, 2018. Self-Help Support with Rights to New Versions support will continue to be available for HP Continuous Delivery Automation 1.3x through Apr 30, 2022 and for HP Continuous Delivery Automation 1.3x through Aug 31, 2022. You are encouraged to begin reviewing your business requirements for HP Continuous Delivery Automation 1.2x & 1.3x. 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.
<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 HP Continuous Delivery Automation 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 Codar 1.6x 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 migration to be easy and successful.
<b>Question</b>	When I migrate from HP Continuous Delivery Automation 1.2x & 1.3x to HP Codar 1.6x, can I continue my existing support contracts until they expire?
<b>Answer</b>	Yes, your support contract will be updated automatically at the next renewal time.
<b>Question</b>	When I migrate from HP Continuous Delivery Automation 1.2x & 1.3x to HP Codar 1.6x, can I expect the same support pricing compared to HP Continuous Delivery Automation 1.2x & 1.3x?
<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 migrate?
<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 the HP Codar 1.6x?
<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 : <b>ITOM</b> Americas - <a href="#">HPE Education AMS</a> Asia Pacific - <a href="#">HPE Education AP</a> Japan - <a href="#">HPE Education Japan</a> Europe, Middle East and Africa - <a href="#">HPE Education EMEA</a>

For more information on HP Codar 1.6x 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)

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

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