HP Cloud Service Automation Add-on Dynamic Workload Management

Obsolescence Announcement

Frequently Asked Questions

On July 15, 2016, Hewlett Packard Enterprise announced the product obsolescence for HP Cloud Service Automation Add-on Dynamic Workload Management with no replacement product as entitlement.

Key program dates listed below for HP Cloud Service Automation Add-on Dynamic Workload Management are based on HPE's time-based support policy under which end-of-support dates are announced as new product versions are released. Our goal is to provide you with a clear visibility into the support time-line of software products, enabling you to use this information to plan, test, and deploy new product versions. For more information, check our Software Support Policy.

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

PRODUCT RELATED QUESTIONS

Question	When is HPE obsoleting HP Cloud Service Automation Add-on Dynamic Workload Management?
Answer	Effective July 15, 2016, HPE is announcing the obsolescence of HP Cloud Service Automation Add-on Dynamic Workload Management with no replacement product as entitlement. Current Customers may continue to purchase additional licenses of HP Cloud Service Automation Add-on Dynamic Workload Management until October 1, 2016. As of this date, the product will be removed from HPE's Corporate Price List and will no longer be orderable.
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	When is the last date I can order HP Cloud Service Automation Add-on Dynamic Workload Management?
Answer	HP Cloud Service Automation Add-on Dynamic Workload Management will continue to be available for purchase to current support customers through October 1, 2016. As of that date, you will no longer be able to purchase additional licenses of the product version.
Question	Can I still purchase additional licenses for HP Cloud Service Automation Add-on Dynamic Workload Management? 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 Support date?
Answer	The End of Support date for HP Cloud Service Automation Add-on Dynamic Workload Management is Apr 30, 2018. As of this date all support activities for this version will cease, this includes: • Security Rule updates • Product updates
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 obsolescence options?
Answer	You have the option to continue using HP Cloud Service Automation Add-on Dynamic Workload Management. HPE will stop providing support for HP Cloud Service Automation Add-on Dynamic Workload Management on Apr 30,, 2018. You are encouraged to begin reviewing your business requirements for HP Cloud Service Automation Add-on Dynamic Workload Management. 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 HP Cloud Service Automation Add-on Dynamic Workload Management 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.

For more information on 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