



# HP Operations Orchestration Automation Pack for SAP (OO AutoPack SAP) 1.0x media

## End of Sale Announcement

### Frequently Asked Questions

On July 1, 2016, Hewlett Packard Enterprise announced the End of Sale for OO AutoPack SAP 1.0x media media. The End of Committed Support and End of Extended Support dates were previously communicated via [Software Support Online](#).

Key program dates listed below for OO AutoPack SAP 1.0x media 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

<b>Question</b>	When is HPE obsoleting sales for OO AutoPack SAP 1.0x media media?
<b>Answer</b>	Effective July 15, 2016, HPE is announcing the End of Sale of OO AutoPack SAP 1.0x media media. Current Customers may continue to purchase additional licenses of OO AutoPack SAP 1.0x media media until September 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 obsoleting sales for OO AutoPack SAP 1.0x media media?
<b>Answer</b>	OO AutoPack SAP 1.0x media media will reach End of Committed Support in the near future. For this reason, HPE is obsoleting the sales of OO AutoPack SAP 1.0x media media. 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 OO AutoPack SAP 1.0x media?
<b>Answer</b>	OO AutoPack SAP 1.0x media will continue to be available for purchase to current support customers through September 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 OO AutoPack SAP 1.0x media? If yes, how?
<b>Answer</b>	Additional licenses may not be purchased for versions that are obsolesced and past their end of sale date.
<b>Question</b>	Do I need to request new license keys when updating to OO AutoPack SAP 2.0x media?
<b>Answer</b>	Yes, you have to request new license keys for OO AutoPack SAP 2.0x media. Please visit <a href="#">Hewlett Packard Enterprise Software Licenses and Downloads Portal</a> .  For Enterprise License Agreement (ELA) customers, use Software Activation Website (SAW) to request OO AutoPack SAP 2.0x media license keys.
<b>Question</b>	What version of OO AutoPack SAP is currently available and what update plans do you have for the product, if any?
<b>Answer</b>	The latest version is 2.0x. Please check <a href="http://hpe.com/software/home">hpe.com/software/home</a> or otherwise check with your local HPE sales representative or HPE business partner for the latest information.
<b>Question</b>	Who can I contact if I have more questions with regards to this product obsolescence?
<b>Answer</b>	You have several options available to you: Contact your local HPE sales representative or your local HPE business partner: <a href="http://hpe.com/software/home">hpe.com/software/home</a> Web Self Solve: <a href="http://hpe.com/software/support">hpe.com/software/support</a> HPE Technical Support: <a href="http://hpe.com/software/support">hpe.com/software/support</a> (click on Support Contact & Community → Contact Us → Phone)
<b>Question</b>	What are the hardware requirements to update to OO AutoPack SAP 2.0x media?
<b>Answer</b>	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.
<b>Question</b>	Where can I find update information for OO AutoPack SAP 1.0x media?
<b>Answer</b>	Your local HPE sales representative or HPE business partner can help you get this information.
<b>Question</b>	I plan to update my OO AutoPack SAP 1.0x media environment using in-house technical resources. Where do I get all the required software?
<b>Answer</b>	All OO AutoPack SAP 1.0x media support customers can download OO AutoPack SAP 2.0x media media at <a href="#">Hewlett Packard Enterprise Software Licenses and Downloads Portal</a>
<b>Question</b>	What is the concurrent support time period?
<b>Answer</b>	There will be 6 months of concurrent support for updating to OO AutoPack SAP 2.0x media.

## SUPPORT CONTRACT RELATED QUESTIONS

<b>Question</b>	What is the End of Committed Support date?
<b>Answer</b>	The End of Committed Support date for OO AutoPack SAP 1.0x media is July 31, 2016. This date was announced on <a href="#">Software Support Online</a> on July 24, 2012. As of the End of Committed Support date, customer support activities for this version will cease, this includes: <ul style="list-style-type: none"> <li>• Security Rule updates</li> <li>• Product updates</li> </ul>
<b>Question</b>	What is the End of Extended Support date?

<b>Answer</b>	The End of Extended Support date for OO AutoPack SAP 1.0x media is July 31, 2018. This date was announced on <a href="#">Software Support Online</a> on July 24, 2012. During the 2 year Extended Support period, you have access to existing patches, fixes and telephone support.
<b>Question</b>	Are there any other key dates I need to be aware of?
<b>Answer</b>	Please see customer letter, page 1, for key dates.
<b>Question</b>	What are my obsolescence options?
<b>Answer</b>	You have the option to continue using OO AutoPack SAP 1.0x media. HPE will stop providing committed support for OO AutoPack SAP 1.0x media on July 31, 2016. Extended Support will continue to be available through July 31, 2018. Self-Help Support with Rights to New Versions support will continue to be available through July 31, 2022. You are encouraged to begin reviewing your business requirements for OO AutoPack SAP 1.0x media. 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 OO AutoPack SAP 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 OO AutoPack 2.0x 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 update to be easy and successful.
<b>Question</b>	When I update from OO AutoPack SAP 1.0x media to OO AutoPack 2.0x, 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 update from OO AutoPack SAP 1.0x media to OO AutoPack SAP 2.0x media, can I expect the same support pricing compared to OO AutoPack SAP 1.0x media?
<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 update to OO AutoPack SAP 2.0x media?
<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 OO AutoPack SAP 2.0x media?
<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: 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 OO AutoPack 2.0x 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)



@ Copyright 2016 Hewlett Packard Enterprise Development LP. The information contained herein is subject to change without notice. The only warranties for HPE products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HPE shall not be liable for technical or editorial errors or omissions contained herein.