



Support Notification

Recommended Software Update

Micro Focus is announcing the release of

Product: Micro Focus Service Management Automation Suite

Version: 2018.02

Languages: English

The following key new features are available with this new version of Service Management Automation Suite – SM (see [Release Notes](#) for details):

- iOS Service Portal mobile app
- Service Portal enhancements
- Backup and restore
- Enhanced Suite Configuration utility
- Virtual Agent (beta version)
- Content Packs released on Micro Focus Marketplace
- Micro Focus rebranding

The following key new features are available with this new version of Service Management Automation Suite – X (see [Release Notes](#) for details):

- Shared services support
- Smart Analytics enhancements
- iOS Service Portal mobile app
- backup and restore
- Open localization support
- PostgreSQL view support
- Content Packs released on Micro Focus Marketplace

For more information, please check the Release Notes for this version (available from [Software Support Online](#)).

If you have an active support subscription for these products, please plan for downloading this version from the Software Licenses and Downloads Portal. You will need your Software Passport login and password to access the [Software Licenses and Downloads Portal](#).

Our goal is to provide you with 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 Online Obsolescence & Migration pages](#). Please take note of the end of support dates for the currently available versions of this product:

Product version	End of Committed Support	End of Extended Support	End of Self-Help Support with RTNV

Service Management Automation Suite 2018.02	Feb 28, 2021	Feb 28, 2023	Feb 28, 2027
Service Management Automation Suite 2017.11	Nov 30, 2020	Nov 30, 2022	Nov 30, 2026
IT Service Management Automation Suite 2017.07	Jul 31, 2020	Jul 31, 2022	Jul 31, 2026
IT Service Management Automation Suite 2017.04	May 31, 2020	May 31, 2022	May 31, 2026
IT Service Management Automation Suite 2017.01	Feb 28, 2020	Feb 28, 2022	Feb 28, 2026
IT Service Management Automation Suite 2016.10	Nov 30, 2019	Nov 30, 2021	Nov 30, 2025
IT Service Management Automation Suite 2016.06	Jul 31, 2019	Jul 31, 2021	Jul 31, 2025

Please note that all Service Management Automation customers with active support subscriptions are eligible to update to Micro Focus Service Management Automation 2018.02.

UCMDB 11.00 is one of the component products in this new version of the suite. Because of a change to Unit-based licensing in UCMDB 11.00, prior to updating to this newest version of the suite, support subscription needs to be updated and new license keys need to be retrieved. Please refer to the [Service Management Automation Suite 2017.11 & Prior Versions](#) for additional information.

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