HP Cloud Service Automation Foundation 3.0x & 3.1x and HP Cloud Service Automation Enterprise Suite 2012.07 & 2012.12 End of Sale Announcement

Frequently Asked Questions

On March 01, 2015, HP announced the end of sale date for HP Cloud Service Automation Foundation 3.0x & 3.1x and HP Cloud Service Automation Enterprise Suite 2012.07 & 2012.12. The End of Committed Support and End of Extended Support dates were previously communicated on Software Support Online.

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

Product related questions	
Question	When is HP discontinuing sales for HP Cloud Service Automation Foundation 3.0x & 3.1x and HP Cloud Service Automation Enterprise Suite 2012.07 & 2012.12?
Answer	Effective March 01, 2015, HP is announcing the End of Sale of HP Cloud Service Automation Foundation 3.0x & 3.1x and HP Cloud Service Automation Enterprise Suite 2012.07 & 2012.12. Current customers may continue to purchase additional licenses of HP Cloud Service Automation Foundation 3.0x & 3.1x and HP Cloud Service Automation Enterprise Suite 2012.07 & 2012.12 until May 01, 2015. As of this date, the product will be removed from HP's Corporate Price List and will no longer be orderable.
Question	Why is HP discontinuing sales for HP Cloud Service Automation Foundation 3.0x & 3.1x and HP Cloud Service Automation Enterprise Suite 2012.07 & 2012.12?
Answer	HP Cloud Service Automation Foundation 3.0x & 3.1x and HP Cloud Service Automation Enterprise Suite 2012.07 & 2012.12 will reach End of Committed Support in the near future. For this reason, HP is discontinuing the sales of HP Cloud Service Automation Foundation 3.0x & 3.1x and HP Cloud Service Automation Enterprise Suite 2012.07 & 2012.12. This is in accordance with the HP Software Supported Version Policy. Definitions of terms are documented in the HP Software product / version obsolescence guidelines.
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 Foundation 3.0x & 3.1x and HP Cloud Service Automation Enterprise Suite 2012.07 & 2012.12?
Answer	HP Cloud Service Automation Foundation 3.0x & 3.1x and HP Cloud Service Automation Enterprise Suite 2012.07 & 2012.12 will continue to be available for purchase to current support customers through May 01, 2015. As of that date,

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you will no longer be able to purchase additional licenses of the product.

Question	Can I still purchase additional licenses for HP Cloud Service Automation Foundation 3.0x & 3.1x and HP Cloud Service Automation Enterprise Suite 2012.07 & 2012.12? If yes, how?
Answer	Additional licenses may not be purchased for versions that are discontinued and past their end of sale date.
Question	Do I need to request new license keys when upgrading to HP Cloud Service Automation Foundation 4.2x / HP C&A Premium Edition 2014/12?
Answer	Customers with LTUs TD983AA/E and TD984AA/E will need new keys. The MyUpdates portal will provide new keys at these version levels: 4.00 and 2014.01.
Question	What version of HP Cloud Service Automation Foundation / HP C&A Premium Edition is currently available and what upgrade plans do you have for the product, if any?
Answer	The latest version is HP Cloud Service Automation Foundation 4.2x / HP C&A Premium Edition 2014/12. Please check www.hp.com/qp/software or otherwise check with your local HP sales representative or HP software 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 HP sales representative or your local HP software business partner: h20229.www2.hp.com/buy/index.html • Web Self Solve: hp.com/go/hpsoftwaresupport/ • HP Technical Support: hp.com/go/hpsoftwaresupport/casemanager/submitcase
Question	What are the hardware requirements to upgrade to HP Cloud Service Automation Foundation 4.2x / HP C&A Premium Edition 2014/12?
Answer	Hardware requirements will vary depending on your operating system, please review the appropriate System Requirements and Compatibility Matrix document or contact your local HP Sales Representative or HP Software Business Partner for further assistance.
Question	Where can I find upgrade information for HP Cloud Service Automation Foundation 4.2x / HP C&A Premium Edition 2014/12?
Answer	Your local HP sales representative or HP Software Business Partner can help you get this information.
Question	I plan to upgrade my HP Cloud Service Automation Foundation 3.0x or 3.1x / HP Cloud Service Automation Enterprise Suite 2012.07 or 2012.12 environment using in-house technical resources. Where do I get all the required software?
Answer	All HP Cloud Service Automation Foundation 3.0x & 3.1x / HP Cloud Service Automation Enterprise Suite 2012.07 & 2012.12 support customers can download HP Cloud Service Automation Foundation 4.2x / HP C&A Premium Edition 2014/12 media via 'My Updates'.
Question	What is the concurrent support time period

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Answer	There will be 6 months of concurrent support for getting migrated to HP Cloud Service Automation Foundation 4.2x / HP C&A Premium Edition 2014/12.

Support contract related questions

Question	What is the End of Committed Support date?
Answer	**The End of Committed Support date for:** HP Cloud Service Automation Foundation 3.0x is Aug 31, 2015 HP Cloud Service Automation Foundation 3.1x is Jan 31, 2016 HP Cloud Service Automation Enterprise Suite 2012.07 is Aug 31, 2015 HP Cloud Service Automation Enterprise Suite 2012.12 is Dec 31, 2015 **This dates were announced on** <u>Software Support Online</u> **for:** HP Cloud Service Automation Foundation 3.0x on Aug 01, 2012 HP Cloud Service Automation Foundation 3.1x on Feb 01, 2013 HP Cloud Service Automation Enterprise Suite 2012.07 on Aug 01, 2012 HP Cloud Service Automation Enterprise Suite 2012.12 on Feb 01, 2013 As of this date customer support activities for this version will cease, this includes: • Security Rule updates • Product upgrades
Question	What is the End of Extended Support date?
Answer	**The End of Extended Support date for:** HP Cloud Service Automation Foundation 3.0x is Aug 31, 2017 HP Cloud Service Automation Foundation 3.1x is Jan 31, 2018 HP Cloud Service Automation Enterprise Suite 2012/07 is Aug 31, 2017 HP Cloud Service Automation Enterprise Suite 2012/12 is Dec 31, 2017 **This dates were announced on** <u>Software Support Online</u> **for:** HP Cloud Service Automation Foundation 3.0x on Aug 01, 2012 HP Cloud Service Automation Foundation 3.1x on Feb 01, 2013 HP Cloud Service Automation Enterprise Suite 2012.07 on Aug 01, 2012 HP Cloud Service Automation Enterprise Suite 2012.12 on Feb 01, 2013 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?

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Answer	Customers have the option to continue using HP Cloud Service Automation Foundation 3.0x or 3.1x / HP Cloud Service Automation Enterprise Suite 2012.07 or 2012.12.

HP will stop providing Committed Support for:

HP Cloud Service Automation Foundation 3.0x on Aug 31, 2015

HP Cloud Service Automation Foundation 3.1x on Jan 31, 2016

HP Cloud Service Automation Enterprise Suite 2012.07 on Aug 31, 2015

HP Cloud Service Automation Enterprise Suite 2012.12 on Dec 31, 2015

Extended Support will continue to be available for:

HP Cloud Service Automation Foundation 3.0x through Aug 31, 2017

HP Cloud Service Automation Foundation 3.1x through Jan 31, 2018

HP Cloud Service Automation Enterprise Suite 2012/07 through Aug 31, 2017

HP Cloud Service Automation Enterprise Suite 2012/12 through Dec 31, 2017

Self-Help support will continue to be available for:

HP Cloud Service Automation Foundation 3.0x through Aug 31, 2019

HP Cloud Service Automation Foundation 3.1x through Jan 31, 2020

HP Cloud Service Automation Enterprise Suite 2012/07 through Aug 31, 2019

HP Cloud Service Automation Enterprise Suite 2012/12 through Dec 31, 2019

Customers are encouraged to begin reviewing their business requirements for HP Cloud Service Automation Foundation 3.0x or 3.1x / HP Cloud Service Automation Enterprise Suite 2012.07 or 2012.12. Customers are also encouraged to contact their local HP Sales Representative or HP Software 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 upgrades?
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 Foundation 3.0x or 3.1x / HP Cloud Service Automation Enterprise Suite 2012.07 or 2012.12 for which no defect fixing is done anymore, can I pay for a fix to be implemented on my request?
Answer	HP 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	You should have received a letter or electronic notification from HP to inform you about the availability of HP Cloud Service Automation Foundation 4.2x / HP C&A Premium Edition 2014/12 for support customers, what license(s) you were entitled to under your support contract and how to sign up for it. Your local HP Sales and Support Representatives or your HP Software Business Partner can help provide information and assistance to enable your upgrade to be easy and successful.
Question	When I upgrade from HP Cloud Service Automation Foundation 3.0x or 3.1x / HP Cloud Service Automation Enterprise Suite 2012.07 or 2012.12. to HP Cloud Service Automation Foundation 4.2x / HP C&A Premium Edition 2014/12, can I continue my existing support contracts until they expire?

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Answer	Yes, your support contract will be updated automatically at the next renewal time.
Question	When I upgrade from HP Cloud Service Automation Foundation 3.0x or 3.1x / HP Cloud Service Automation Enterprise Suite 2012.07 or 2012.12 to HP Cloud Service Automation Foundation 4.2x / HP C&A Premium Edition 2014/12, can I expect the same support pricing compared to HP Cloud Service Automation Foundation 3.0x or 3.1x / HP Cloud Service Automation Enterprise Suite 2012.07 or 2012.12?
Answer	Not necessarily. Each product support price is determined independently. Please work with your HP representative to know the difference in support pricing, if any.
Question	What migration services are available to help me upgrade?
Answer	Your local HP sales representative or HP software business partner can help you get this information.
Question	What educational training packages are available for the HP Cloud Service Automation Foundation 4.2x / HP C&A Premium Edition 2014/12
Answer	Your local Software Education specialist can help understand what training packages are available for you. Please email your local contact for more information

Americas	HP Software Education AMS
Asia Pacific	HP Software Education AP
Japan	HP Software Education Japan
Europe, Middle East and Africa	HP Software Education EMEA

For more information

For more information on HP Cloud Service Automation Foundation 4.2x / HP C&A Premium Edition 2014/12 and HP Software services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:.

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