

Serviceguard for Linux Discontinuance Frequently Asked Questions or FAQ

This list of questions and answers was generated to be an adjunct to the customer letter announcing the discontinuance of HP Serviceguard for Linux for HP ProLiant and HP Integrity Servers.

Questions and Answers

Why is Serviceguard for Linux being discontinued?

We have heard from our customers that they desire to use high availability clustering software that is available from their operating system vendors. As customers look to Red Hat or Novell for their Linux clustering software, HP has decided to announce the discontinuance of HP Serviceguard for Linux for HP ProLiant and HP Integrity servers. HP will continue to invest in Serviceguard for HP-UX 11i, as well as in other high availability offerings for HP ProLiant servers, such as HP Insight Recovery.

What is the impact to Serviceguard for HP-UX 11i?

This decision does not affect Serviceguard for HP-UX 11i. The HP-UX 11i version of the product will continue to be available and new releases beyond A.11.19 are being developed. High availability continues to be an important investment area for HP. We will continue to invest in HP Serviceguard for HP-UX 11i for Integrity platforms. For some customers HP-UX 11i with Serviceguard may be a better transition target than Linux (especially those customers who have the most demanding HA requirements).

What is HP's high availability strategy for Linux on ProLiant servers?

For ProLiant servers, HP is making new investments such as HP Insight Recovery – an option of the HP Insight Dynamics – VSE suite for ProLiant servers. HP has a strong infrastructure software offering and industry-leading Mission Critical and Proactive Services that we will continue to invest in and leverage to deliver the strongest Linux-based adaptive infrastructure in the industry.

How long can I continue to use Serviceguard for Linux?

You may continue to use existing copies of Serviceguard for Linux indefinitely. However, all support will end on the dates listed in the Serviceguard for Linux discontinuance customer letter (www.hp.com/go/sglxnews).

How long will HP patch Serviceguard for Linux?

The details for the specific distributions can be found by visiting <http://www.hp.com/software/releases/releases-media2/index.html> and looking at the latest version of the “Serviceguard for Linux Support Model”.

What is meant by proactive support? Knowledgebase support?

Proactive support means HP will certify that product releases works with the current or new Linux kernel “errata” for Red Hat 5, SLES 10, and SLES 11. Also, at its discretion, HP will create patches for the product releases and certify new hardware.

Limited proactive support means that, at its discretion, HP will create patches for the product releases.

Knowledgebase support means that HP will provide information on the internet to aid in self-support.

How long will knowledgebase support be available?

Please see the dates listed in the Serviceguard for Linux discontinuance customer letter (<http://www.hp.com/go/sglxnews>).

I am currently using A.11.18. What if I need additional licenses? Does support for it change?

The cost of A.11.19 is the same as A.11.18. Customers can purchase a license for the A.11.19 product and that license will cover the use of A.11.18.

Support details can be found by visiting <http://www.hp.com/software/releases/releases-media2/index.html> and looking at the latest version of the “Serviceguard for Linux Support Model”. Note that there have been no changes in the support dates for A.11.18 when running Red Hat 4.

How does this change affect my Serviceguard for Linux product support contracts?

Any existing HP Serviceguard for Linux support contract will remain in place with HP for the term of the contract. Support will be provided for HP Serviceguard for Linux until the end of the support dates or until the last HP Serviceguard for Linux customer support contract expires, whichever comes first. HP will refund a pro-rata portion of any support contracts that expire after the applicable date when HP discontinues support.

I have let my HP Serviceguard for Linux products support contracts lapse. Can I return to support for my discontinued HP Serviceguard for Linux product?

Yes. If you have let your HP Serviceguard for Linux products support contract lapse after **April 30, 2007** you can return to support by following the standard HP Return-To-Support (RTS) policy. Contact your HP sales representative for more details on RTS. Also, the RTS policy will only remain in effect until the discontinued HP Serviceguard for Linux products are removed from HP’s price list on October 31, 2009.

What are the implications of continuing to use a product that is no longer supported?

Once the support period for Serviceguard for Linux expires HP will not provide any bug fixes or security updates, and HP will not answer any questions relating to product operation, configuration or usage.

Can I still purchase the Serviceguard for Linux product?

Serviceguard for Linux and the associated products will remain on the price list as stated in the **Serviceguard for Linux discontinuance customer letter**. After that date, all existing HP Serviceguard for Linux customers (excluding HP resellers/channel partners) will be eligible for a “Last Buy” option upon prior approval from the HP Serviceguard for Linux Management Team. This option allows existing HP Serviceguard for Linux customers to purchase additional licenses before the Serviceguard for Linux products are discontinued. Customers will have until April 30, 2010 to take advantage of this program and purchase additional Serviceguard for Linux licenses. During this time, customers may also purchase additional support for their HP Serviceguard for Linux product.

Are future releases of Serviceguard for Linux products still being developed?

Serviceguard for Linux A.11.19 is the final release planned. Bug fix releases may be available. No new functionality is planned, even as new functionality continues to be delivered with Serviceguard for HP-UX 11i.

Will SLES11 be supported?

SLES11 support will be available to customers with support contracts by September 2009.

I am currently evaluating Serviceguard for Linux. What do you recommend?

Generally, we do not recommend that new customers purchase Serviceguard for Linux. We understand that some customers may want to purchase it even with the knowledge that the product is being discontinued. You will have until October 31, 2009 to purchase the product. The end of support date does not change as it is independent of any customer purchase date. For additional end of support date information please refer to <http://www.hp.com/software/releases/releases-media2/index.html> and look at the latest version of the “Serviceguard for Linux Support Model”.

What is the best replacement for my use of Serviceguard for Linux?

Choosing the best option depends upon the needs of the individual customer. Please discuss your Linux high availability options with your HP sales representative. The High Availability options delivered by Red Hat and Novell for Red Hat Enterprise Linux 5 and Novell SUSE Linux Enterprise Server 11i is an option for some customers. A few months after the release of A.11.19, and continuing through the remainder of 2009, we will deliver white papers with recommendations on configuring these cluster products and how to migrate Serviceguard “packages”.

Some customers with more demanding requirement may find that transitioning to HP-UX 11i with Serviceguard for HP-UX 11i is more appropriate.

How does the functionality of the suggested alternatives compare to Serviceguard for Linux?

The solutions delivered with the distributions do not have all of the features of Serviceguard for Linux. However, many customers do not use those other SG/LX features. Most customers only need a cluster that can monitor an application, reliably detect a server failure, and restart an application on an alternate server after a failure, which is provided by the recent releases of the Red Hat and Novell products.

Do you have more details on the white papers?

We will describe how to set up the distribution based cluster that is similar to an SG/LX cluster. This may be delivered as one white paper that covers Red Hat and Novell or as separate white papers for the individual distributions.

Based on what we have learned to date, the structure of our packages (toolkits) is mimicked in the distributions. This should simplify the transition process. To make it simpler, we currently plan on describing the process to migrate our various toolkits to Red Hat/Novell. This is described in greater detail in one or more white papers.

Will I be able to use my existing hardware?

Serviceguard for Linux is only supported on servers supported by the distributions. Older hardware may not be supported with newer distributions. Check the website <http://h10018.www1.hp.com/wwsolutions/linux/certifications.html> to see if your servers are supported on a particular distribution. Storage support can be checked at the “Single Point of Connectivity” website: <http://www.hp.com/storage/spock>.

How will HP assist customers with this transition?

HP has explored several alternatives and will provide information on those. Additionally, customers may engage HP Technology Services to assist in the migration of their applications.

Will HP offer active telephone support through the transition process if it runs past the end of support date?

HP will be unable to provide active telephone support beyond the specified end of the proactive support date stated in the Serviceguard for Linux discontinuance customer letter (www.hp.com/go/sglxnews).

Will existing Serviceguard for Linux applications run with the alternative HA clusters?

Configuring an application with Serviceguard for Linux requires defining how to start, stop, and monitor the application. The distributions use a similar methodology. Most applications that work with SG/LX will run with the distributions.

In addition, one or more customer white papers will be released that describe how to migrate to a cluster based on the HA products from Red Hat and Novell (SUSE). This will cover such items as recommended configurations for high availability and examples of taking the information in a Serviceguard toolkit and applying that to Red Hat and Novell “resources” to protect applications.

What help will be available to assist in the porting effort?

HP Technology Services may be engaged to assist in application porting. This may involve additional support from other third parties.

If I choose not to implement an HA clustering solution suggested by HP and implement an alternate HA solution, what migration assistance will HP be willing to provide?

HP Technology Services may be engaged on a fee-based basis to assist in migration of the HA solution and application.

Can I migrate to other HP products?

Customers are free to use whatever solution they deem to be most appropriate. For customers with the most demanding high availability needs, Serviceguard for HP-UX 11i may be appropriate. Customers requiring a clustered file system may find that PolyServe fits their needs.

Does HP have any plans to open source Serviceguard for Linux?

There are no plans to distribute Serviceguard for Linux as open source software.

What product numbers are affected?

This notification affects all of the product numbers listed below as well as any contributed toolkits. Note that some of these product numbers may have already been discontinued but may still be in use at some customer sites.

- 305199-B26 HP Serviceguard for Linux ProLiant Cluster, A.11.16 (2 license version)
- 305199-B27 HP Serviceguard for Linux ProLiant Cluster, A.11.18 (2 license version)
- 307754-B26 HP Serviceguard for Linux, A.11.18 (single license version)
- 307754-B27 HP Serviceguard for Linux, A.11.18 (single license version)
- 463831-B21 HP Serviceguard Linux for HP ProLiant/x86 Servers
- 463833-B21 HP Serviceguard Linux Oracle Database Toolkit for HP ProLiant/x86 Servers
- 463834-B21 HP Serviceguard Extension for SAP on Linux for HP ProLiant/x86 Servers
- 463835-B21 HP Serviceguard Linux Extended Distance Cluster (XDC) for HP ProLiant/x86 Servers
- 519353-B21 HP Serviceguard for Linux on HP ProLiant and other third-party x86 Servers – Physical Media Kit
- 519354-B21 HP Serviceguard for Linux on HP ProLiant and other third-party x86 Servers Single-Server License
- 519355-B21 HP Serviceguard for Linux - Flexible-Quantity License-for HP ProLiant and x86 servers
- B9903BA HP Serviceguard SW & LTU for Linux
- T1657A HP StorageWorks XP Cluster Extension Linux, Licensed per physical server
- T1227AA HP Serviceguard Extension for SAP on Linux (SGeSAP/LX) for HP ProLiant/x86 Servers
- T2376A HP Serviceguard Linux Oracle Database Toolkit for HP Integrity Servers
- T2391AA HP Serviceguard Linux for HP Integrity Servers,
- T2392AA HP Serviceguard Extension for SAP on Linux (SGeSAP/LX) for HP Integrity Servers
- T2808AA HP Serviceguard Linux Extended Distance Cluster (XDC) for HP Integrity Servers,
- T4393A HP StorageWorks EVA Cluster Extension Linux, Licensed per physical server
- T8674AA HP Serviceguard Linux for HP ProLiant/x86 Servers
- T8676AA HP Serviceguard Linux Oracle Database Toolkit for HP ProLiant/x86 Servers
- T8677AA HP Serviceguard Extension for SAP on Linux (SGeSAP/LX) for HP ProLiant/x86 Servers
- T8678AA HP Serviceguard Linux Extended Distance Cluster (XDC) for HP ProLiant/x86 Servers
- T8719AA HP Serviceguard for Linux on HP Integrity/ProLiant and other x86 Servers – Physical Media Kit
- T8720AA HP Serviceguard for Linux - Flexible-Quantity License (for Integrity Servers)
- T8721AA HP Serviceguard for Linux - Flexible-Quantity License

What are my next steps?

You should contact your HP technical field representative who will recommend an alternative solution to Serviceguard for Linux based upon your high availability needs. You should examine this solution and analyze the implications for your deployment. When you are ready to move forward with the migration, you should contact your respective HP technical field representatives to determine how next to proceed.

Whom do I contact?

If you have any questions that cannot be answered by your HP technical field representative please contact SGLXhelp@hp.com.

What if I have additional questions for HP?

If you have any questions about either the Serviceguard for Linux discontinued products or for assistance in understanding the options available to you please contact your HP sales representative or the Serviceguard for Linux team, by e-mail at SGLXhelp@hp.com.