



January 12, 2016

Addressee's Name
Addressee's Title
Company Name
Mailing Address
City, State ZIP

Dear Customer,

Hewlett Packard Enterprise is announcing the support extension for HP Business Service Management Platform 9.2x and its products HP Business Process Monitor 9.2x, HP Real User Monitor 9.2x and HP Diagnostics 9.2x, and HP Operations Manager i 9.2x effective as of the date set forth below.

In response to customer feedback and in demonstration of our commitment to you, HP will extend the EOCS date of HP Business Service Management Platform 9.2x and its products HP Business Process Monitor 9.2x, HP Real User Monitor 9.2x and HP Diagnostics 9.2x, and HP Operations Manager i 9.2x to August 31, 2018.

This letter is for Business Service Management Platform and Operations Manager i support customers worldwide, to inform you of our support extension plans.

End of Support

HPE is committed to providing the highest level of customer care to you while you determine your future strategy for your Business Service Management Platform and Operations Manager i products. Please read below for the updated timelines and support options that are now available to you:

DATE	PROGRAM ACTIVITY
Updated support timeline:	
August 31, 2018	End of Committed Support for HP Business Service Management Platform 9.2x HP Real User Monitor 9.2x HP Diagnostics 9.2x HP Business Process Monitor 9.2x HP Operations Manager i 9.2x
August 31, 2020	End of Extended Support for HP Business Service Management Platform 9.2x



	HP Real User Monitor 9.2x HP Diagnostics 9.2x HP Business Process Monitor 9.2x HP Operations Manager i 9.2x
August 31, 2024	End of Self-Help Support with Rights to New Versions for HP Business Service Management Platform 9.2x HP Real User Monitor 9.2x HP Diagnostics 9.2x HP Business Process Monitor 9.2x HP Operations Manager i 9.2x
Previously announced support timeline:	
August 31, 2016	End of Committed Support for HP Business Service Management Platform 9.2x HP Real User Monitor 9.2x HP Diagnostics 9.2x
August 31, 2018	End of Extended Support for HP Business Service Management Platform 9.2x HP Real User Monitor 9.2x HP Diagnostics 9.2x
August 31, 2022	End of Self-Help Support with Rights to New Versions for HP Business Service Management Platform 9.2x HP Real User Monitor 9.2x HP Diagnostics 9.2x
January 31, 2017	End of Committed Support for HP Operations Manager i 9.2x
January 31, 2019	End of Extended Support for HP Operations Manager i 9.2x
January 31, 2023	End of Self-Help Support with Rights to New Versions for HP Operations Manager i 9.2x
April 30, 2017	End of Committed Support for HP Business Process Monitor 9.2x
April 30, 2019	End of Extended Support for HP Business Process Monitor 9.2x
April 30, 2023	End of Self-Help Support with Rights to New Versions for HP Business Process Monitor 9.2x



Please refer to Appendix A for definition of terms for product obsolescence and Appendix B for the list of affected HP Business Service Management Platform 9.2x, HP Real User Monitor 9.2x, HP Diagnostics 9.2x and HP Business Process Monitor 9.2x product numbers.

More information

Should you have any questions about this end of support extension communication, or for assistance in understanding the options available to you, please contact your local HPE sales representative or HPE business partner. When providing information, please include your name, country, phone number, company name, product number and your HPE service agreement identifier or HPE system handle.

In addition, for technical assistance and information, please visit Software Support Online: hpe.com/software/support

HPE once again wishes to thank you for choosing HP Business Service Management Platform 9.2x, HP Real User Monitor 9.2x, HP Diagnostics 9.2x and HP Business Process Monitor 9.2x. We appreciate your business and look forward to continuing to serve your business needs in the future.

Sincerely,
Hewlett Packard Enterprise

Appendix A: Definitions

This product version obsolescence is covered by version 5 of our Release & Support policy. Definitions of terms are provided by the product version obsolescence guidelines documented at hpe.com/software/support-lifecycle

Product Support

Product Support is the reactive engagement of regional support resources (Support Center) and division support resources (Lab), in accordance with your purchased support plan, for the resolution of product defects, plus product enhancements for a specific product version. This includes investigation of newly reported defects and if appropriate, development of defect fixes and making these available for customers via patches. The HPE product teams (Lab) will review and either approve or deny requests for defect fixes and enhancements (including additional support for newly-released operating system versions).

While HPE investigates all problems and issues raised for products covered under Product Support, customers may be required to install the most current version or patches as part of the troubleshooting process.

Version Maturity may apply to specific versions of HPE products. Version Maturity means that, for a specific product version, no further enhancements or changes to functionality is planned, nor are any further platform refreshes planned in order to update that product version to support current or future operating systems, operating system versions or hardware platforms.

End of Committed Support Date

End of Committed Support (EOCS) Date is the last date software maintenance, installation and configuration assistance, and other standard support services will be accepted for the specified product release (as specified by the version numbering). EOCS also means the last date Software Change Requests (SCRs) will be accepted for a specified Version of a Product. After the EOCS date, all SCRs will be planned for future versions, as applicable. Current patches for the version of the product reaching EOCS will remain available for electronic download for a reasonable period of time.

End of Extended Support Date

Extended Support is provided for an additional 2 years after EOCS Date. Extended Support consists of web-based access to the online support Knowledge Base, which contains technical information for HPE products including white papers, existing patches and known problems for a specific product version.



Extended Support is limited to:

- Around the clock self-solve support
- Access to technical support engineers

Access to existing patches and hot-fixes created while the product version was in Committed Support. No new enhancement requests, patches, fixes, document changes or platform certifications will be made for product versions in Extended Support.

Self-Help Support with Rights to New Versions

Self-Help Support with Rights to New Version is an integral component of all software support contracts. Self-Help Support with Rights to New Versions consists of web-based access to the online support Knowledge Base, which contains technical information for HPE products including white papers, existing patches and known problems for a specific product version. Upon the expiration of Extended Support for a product or product version, and for which a successor product or product version is commercially available, HPE offers a minimum of four (4) years of Self-Help Support with Rights to New Versions.

Dependent Components and Third-Party Products

In some instances support for specific HPE product(s) and/or version(s) may run longer than the support for underlying operating system(s), adjacent/integrated application(s) or version(s). In this event, it is HPE's intent to communicate with affected HPE product/product version customers in a timely manner. However, there are cases where HPE does not receive notification of the End-of-Support for these products (operating system(s) or adjacent/integrated application(s), or version(s)) in advance of the general public. In any case, should the underlying operating system(s), adjacent/integrated application(s) or version(s) become unsupported by its developer, support for the affected HPE product/product versions will immediately be limited to self-solve support available through Software Support Online, and Telephone Support associated with questions concerning a product's/product version's functionality and/or interoperability in line with the said product's/product version's original parameters/requirements at the time of release. Any product updates and/or fixes will be limited to those already available. No additional updates, patches or fixes will be engineered. Should said product/product version operate or integrate with other still supported, underlying operating system(s), adjacent/integrated application(s) or version(s), support for said product/product version on any remaining supported platform(s), supported adjacent/integrated application(s), or supported version(s) will continue unaffected, or through the planned End-of-Support date, if one has been announced.

Appendix B: Affected Product SKUs

SKU	PRODUCT DESCRIPTION
TC005AAE	HP BAC AppMgmt 360 w/SLM Applns SW E-LTU
TC005AA	HP BAC AppMgmt 360 w/SLM Applns SW LTU
TB121AAE	HP BAC App Mgmt ApplInst 360 SW E-LTU
TB121AA	HP BAC App Mgmt ApplInst 360 SW LTU
TB137AA	HP BAC Diag for Siebel ApplInst SW LTU
TB137AAE	HP BAC Diag for Siebel ApplInst SW E-LTU
TF951AAE	HP BSM APM 360 1+ OS Inst SW E-LTU
TF951AA	HP BSM APM 360 1+ OS Inst SW LTU
TF955AAE	HP BSM APM 360 Adv 1+ OS Inst SW E-LTU
TF955AA	HP BSM APM 360 Adv 1+ OS Inst SW LTU
TF964AAE	HP BSM Diag Siebel 1+ OS Inst SW E-LTU
TF964AA	HP BSM Diag Siebel 1+ OS Inst SW LTU
TC007AAE	HP BAC BPM Txn Unl Loc with SLM SW E-LTU
TB124AAE	HP BAC BPM Txn Sin Loc SW E-LTU
TB122AAE	HP BAC BPM Txn Unl Loc SW E-LTU
TB128AAE	HP BAC SLM f/BPM Txn Unl Loc SW E-LTU
TB129AAE	HP BAC SLM f/BPM Txn Sin Loc SW E-LTU
TB130AAE	HP BAC BPM Txn Unl Loc Adv SW E-LTU
A8B98AAE	HP BPM Ult Ed Unl Loc Migr SW E-LTU
A8B47AAE	HP BPM Pre Ed Single Loc SW E-LTU
A8B48AAE	HP BPM Pre Ed Unlimited Loc SW E-LTU
A8B49AAE	HP BPM Ult Ed Single Loc SW E-LTU
A8B50AAE	HP BPM Ult Ed Unlimited Loc SW E-LTU
TB131AAE	HP BAC RUM Probe SW E-LTU
TB132AAE	HP BAC RUM SPI f/Apps SW E-LTU
TB135AAE	HP BAC SLM f/RUM SPI f/Apps SW E-LTU
TC006AAE	HP BAC RUM f/Apps w/SLM SW E-LTU
TB136AAE	HP BAC RUM HTTP Advanced SW E-LTU
A8B73AAE	HP RUM Premium Edition SW E-LTU
A8B74AAE	HP RUM Ultimate Edition SW E-LTU

A8B99AAE	HP RUM Ultimate Edition Migr SW E-LTU
TF968AAE	HP BSM Diag f/Comp 1+ OS Inst SW E-LTU
TF969AAE	HP BSM Diag f/Comp 21+ OS Inst SW E-LTU
TF970AAE	HP BSM Diag f/Comp 101+ OS Inst SW E-LTU
TF971AAE	HP BSM Diag f/Comp 501+ OS Inst SW E-LTU
TB138AAE	HP BAC Diag for Comp ApplInst SW E-LTU
TB139AAE	HP BAC Diag for SOA ApplInst SW E-LTU
TF977AAE	HP BSM SLM f/Diag 1+ OS Inst SW E-LTU
TF978AAE	HP BSM SLM f/Diag 21+ OS Inst SW E-LTU
TF979AAE	HP BSM SLM f/Diag 101+ OS Inst SW E-LTU
TF980AAE	HP BSM SLM f/Diag 501+ OS Inst SW E-LTU
TB140AAE	HP BAC SLM for Diag ApplInst SW E-LTU
TF972AAE	HP LR/PC Diag Comp 1+ OS Inst SW E-LTU
TF973AAE	HP LR/PC Diag Comp 21+ OS Inst SW E-LTU
TF974AAE	HP LR/PC Diag Comp 101+ OS Inst SW E-LTU
TF975AAE	HP LR/PC Diag Comp 501+ OS Inst SW E-LTU
TB141AAE	HP LR/PC Diag for Comp ApplInst SW E-LTU
TB142AAE	HP LR/PC Diag for SOA ApplInst SW E-LTU
A8B57AAE	HP Diag Pre Ed 1+ OSI SW E-LTU
A8B58AAE	HP Diag Pre Ed 20+ OSI SW E-LTU
A8B59AAE	HP Diag Pre Ed 100+ OSI SW E-LTU
A8B60AAE	HP Diag Pre Ed 500+ OSI SW E-LTU
A8B61AAE	HP Diag Ult Ed 1+ OSI SW E-LTU
A8B62AAE	HP Diag Ult Ed 20+ OSI SW E-LTU
A8B63AAE	HP Diag Ult Ed 100+ OSI SW E-LTU
A8B64AAE	HP Diag Ult Ed 500+ OSI SW E-LTU
A8B69AAE	HP Diag LR PC Pre Ed 1+ OSI SW E-LTU
A8B70AAE	HP Diag LR PC Pre Ed 20+ OSI SW E-LTU
A8B71AAE	HP Diag LR PC Pre Ed 100+ OSI SW E-LTU
A8B72AAE	HP Diag LR PC Pre Ed 500+ OSI SW E-LTU
TA188AAE	HP OMi Evt Mgmt Foundation E-LTU
TA189AAE	HP OMi Topology Correlation E-LTU
TB249AAE	HP OMi Evt Mgmt Foundation NP FO E-LTU



TB250AAE	HP OMi Evt Mgmt Foundation NP DV E-LTU
TB251AAE	HP OMi Topology Correlation NP FO E-LTU
TB252AAE	HP OMi Topology Correlation NP DV E-LTU
TB998CA	HP BSM 9.20 English SW Media
TB998CAE	HP BSM 9.20 English SW E-Media
TB998CD	HP BSM 9.20 German SW Media
TB998CDE	HP BSM 9.20 German SW E-Media
TB998CE	HP BSM 9.20 Spanish SW Media
TB998CEE	HP BSM 9.20 Spanish SW E-Media
TB998CF	HP BSM 9.20 French SW Media
TB998CFE	HP BSM 9.20 French SW E-Media
TB998CJ	HP BSM 9.20 Japan SW Media
TB998CJE	HP BSM 9.20 Japan SW E-Media
TB998CK	HP BSM 9.20 Korean SW Media
TB998CKE	HP BSM 9.20 Korean SW E-Media
TB998CS	HP BSM 9.20 S. Chinese SW Media
TB998CSE	HP BSM 9.20 S. Chinese SW E-Media
TB998CV	HP BSM 9.20 Russian SW Media
TB998CVE	HP BSM 9.20 Russian SW E-Media
TD875DAE	HP ART 5.10 BSM 9.20 Ste Eng SW E-Media
TD881BAE	HP ART4.40 BSM 9.20 Crs Eng SW E-Media
TD881DAE	HP ART 5.10 BSM 9.20 Crs Eng SW E-Media
TE065AA	HP Diagnostics 9.20 English SW Media
TE065AAE	HP Diagnostics 9.20 English SW E-Media
TE065AD	HP Diagnostics 9.20 German SW Media
TE065ADE	HP Diagnostics 9.20 German SW E-Media
TE065AE	HP Diagnostics 9.20 Spanish SW Media
TE065AEE	HP Diagnostics 9.20 Spanish SW E-Media
TE065AF	HP Diagnostics 9.20 French SW Media
TE065AFE	HP Diagnostics 9.20 French SW E-Media
TE065AJ	HP Diagnostics 9.20 Japanese SW Media
TE065AJE	HP Diagnostics 9.20 Japanese SW E-Media
TE065AK	HP Diagnostics 9.20 Korean SW Media



TE065AKE	HP Diagnostics 9.20 Korean SW E-Media
TE065AS	HP Diagnostics 9.20 S-Chinese SW Media
TE065ASE	HP Diagnostics 9.20 S-Chinese SW E-Media
TE065AV	HP Diagnostics 9.20 Russian SW Media
TE065AVE	HP Diagnostics 9.20 Russian SW E-Media
TE064AAE	HP RUM 9.20 English SW E-Media
TE064ADE	HP RUM 9.20 German SW E-Media
TE064AEE	HP RUM 9.20 Spanish SW E-Media
TE064AFE	HP RUM 9.20 French SW E-Media
TE064AJE	HP RUM 9.20 Japanese SW E-Media
TE064AKE	HP RUM 9.20 Korean SW E-Media
TE064ASE	HP RUM 9.20 S.Chinese SW E-Media
TE064AVE	HP RUM 9.20 Russian SW E-Media
