HP Support   May 2010

HP Configuration Management

[Addressee's Name
Addressee's Title
Company Name
Street Address
City, Postal Code
Country]

Dear HP Software Customer,

Hewlett-Packard (HP) is announcing the version discontinuance of HP Configuration Management 5.10, HP Client Automation Enterprise 5.11 & 7.2 effective as of the dates set forth below.

This letter is being sent to HP Configuration Management 5.10, HP Client Automation Enterprise 5.11 & 7.2 support customers worldwide, to inform you of our end of support plans.

End of Support
HP is committed to providing the highest level of customer care to you while you determine your future strategy for your HP Configuration Management 5.10, HP Client Automation Enterprise 5.11 & 7.2 products. Please read the table below for key timelines and support options that are now available to you:

Date	Program Activity
May 1, 2010	Product discontinuance announced
July 1, 2010	End of sale (no longer orderable or available for purchase)
Oct 31, 2011	End of Support
Oct 31, 2013	End of Self-Help Support

Please note that all HP Configuration Management 5.10, HP Client Automation Enterprise 5.11 & 7.2 customers with active support contracts are eligible to a free upgrade to HP Client Automation Enterprise (new name for HP Configuration Management) version 7.8 (HP Client Automation Enterprise version 7.5 Multi Language for localized release).

While the HP Configuration Management 5.10, HP Client Automation Enterprise 5.11 & 7.2 may continue to meet your immediate needs, HP recommends that all customers upgrade to HP Client Automation Enterprise version 7.8. HP Client Automation Enterprise 5.11 Multi Language release customers should upgrade to HP Client Automation Enterprise 7.5 Multi Language release which includes local language support for English, French, German, Japanese, Chinese, Italian, Spanish & Brazilian Portuguese.

HP Professional Services migration offerings can help you upgrade your environment to the appropriate latest version. HP has also partnered with third party software and services providers to aid you in your migrations. Our partners Evergreen Systems and KN3 provide migration services and SoftOne Solutions and Natoli provide both migration services and tools that can make your migrations easy and successful.

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Please refer to attached Appendices A and B for HP Configuration Management 5.10, HP Client Automation Enterprise 5.11 & 7.2 definition of terms for product obsolescence and specific products affected by this announcement, respectively.

For more information
Should you have any questions about this end of availability communication, or for assistance in understanding the options available to you, please contact your local HP sales representative or HP software business partner. When providing information, please include your name, country, phone number, company name, product number and your HP Service Agreement ID or HP System Handle.

In addition, for technical assistance and information, please visit Software Support Online: **http://www.hp.com/go/hpsoftwaresupport**

HP once again wishes to thank you for choosing HP Configuration Management. We appreciate your business and look forward to continuing to serve your business needs in the future.

Sincerely,

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May 1, 2010

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Appendix A: Definitions
This product version obsolescence is covered by version 4.3 of the support & obsolescence policy. Definitions of terms are provided by the HP Software product version obsolescence documented at: **www.hp.com/go/hpsoftwaresupport/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 HP Software 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 HP Software 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 HP Software products. Version Maturity means that, for a specific product version, no further enhancements or changes to functionality are 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-Support Date
End-of-Support 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 Major and Minor version numbering). EOS also means the last date Software Change Requests (SCRs) will be accepted for a specified Version of a Product. After the EOS date, all SCRs will be planned for future versions, as applicable. Current patches for the version of the HP Software reaching EOS will remain available for electronic download for a reasonable period of time.

Self-Help Support
Self-Help Support is an integral component of all HP Software Support contracts. Self-Help Support consists of web-based access to the online support Knowledge Base, which contains technical information for HP Software products including white papers, existing patches and known problems for a specific product version.

In some instances support for specific HP Software 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 HP's intent to communicate with affected HP Software product/product versions customers in a timely manner. However, there are cases where HP 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 HP Software 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– End of availability of HP Configuration Management 5.10, HP Client Automation Enterprise 5.11 & 7.2 Product List

Product #	Description
T3424DA	HP Config Mgmt 5.10 Eng SW Manuals
T3826CA	HP CAE (Radia) v5 Software Media
T3826CAE	HP Config Mgmt(Radia)v5 Software E-Media
T3826DA	HP Config Mgmt 5.10 Eng SW Media
T3826DAE	HP Config Mgmt 5.10 Eng SW E-Media
T3424DJ	HP CAE 5.11 Jpn SW Manuals
T3826EA	HP CAE 5.11 MLU SW Media
T3826EAE	HP CAE 5.11 MLU SW E-Media
T3826FA	HP CAE 7.2 SW Media
T3826FAE	HP CAE 7.2 SW E-Media