

Hewlett-Packard Company  
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Palo Alto, CA 94304

[hp.com](http://hp.com)



June 1, 2014

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

Dear HP Software Customer,

Hewlett-Packard (HP) is announcing the product obsolescence of HP Diagnostics for Siebel (also known as HP Business Availability Center Diagnostics for Siebel or HP Business Service Management Diagnostics for Siebel) effective as of the dates set forth below. Please note that this is not an obsolescence of the complete HP Diagnostics product. This obsolescence program only deals with the HP Diagnostics for Siebel product.

This letter is for HP Diagnostics for Siebel support customers worldwide, to inform you of our end of support plans.

### **End of Sale / 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 Diagnostics for Siebel products. Please read below for key timelines and support options that are now available to you:

Date	Program Activity
June 1, 2014	Product discontinuance announced
August 1, 2014	End of sale (no longer orderable or available for purchase)
June 30, 2017	End of Support for HP Diagnostics for Siebel

Please refer to attached Appendix A for definition of terms for product obsolescence and Appendix B for the list of affected HP Diagnostics for Siebel product numbers.

### **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,

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For more information, go to [hp.com/go/software](http://hp.com/go/software)

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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: [hp.com/go/hpsoftwaresupport](http://hp.com/go/hpsoftwaresupport)

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

Sincerely,

HP Software Services

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## APPENDIX A: Definitions

This product version obsolescence is covered by version 4.4 of the HP Software Release & Support policy. Definitions of terms are provided by the HP Software product version obsolescence documented at:

[hp.com/go/hpssoftwaresupport/support-lifecycle](http://hp.com/go/hpssoftwaresupport/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 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-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.

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: Affected Product SKUs**

SKU	Product Description
TF964AAE	HP BSM Diag Siebel 1+ OS Inst SW E-LTU
TF965AAE	HP BSM Diag Siebel 21+ OS Inst SW E-LTU
TF966AAE	HP BSM Diag Siebel 101+ OS Inst SW E-LTU
TF967AAE	HP BSM Diag Siebel 501+ OS Inst SW E-LTU
TB137AAE	HP BAC Diag for Siebel Applnst SW E-LTU