



Hewlett-Packard Company
690 East Middlefield Road
Mt. View, CA 94043
www.hp.com

HP Support May 2011

Asset Manager 5.1x

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

Dear HP Software Customer,

Hewlett-Packard (HP) is announcing version obsolescence of Asset Manager 5.1x effective as of the dates set forth below.

This letter is for Asset Manager 5.1x 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 Asset Manager 5.1x products. Please read below for key timelines and support options that are now available to you:

Date	Program Activity
May 1, 2011	Product discontinuance announced
July 1, 2011	End of sale (no longer orderable or available for purchase)
Dec. 31, 2012	End of Support for Asset Manager 5.1x
Dec. 31, 2014	End of Self-Help Support Asset Manager 5.1x

Please note that all Asset Manager 5.1x customers with active support contracts are eligible to upgrade to latest versions of Asset Manager 5.1x as a 1 for 1 license upgrade.

While these Asset Manager 5.1x versions may continue to meet your immediate needs, HP recommends that all customers upgrade to Asset Manager 9.3.

Please refer to attached Appendix A for definition of terms for product obsolescence and Appendix B for the list of affected Asset Manager 5.1x product numbers.

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: www.hp.com/go/hpssoftwaresupport



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HP once again wishes to thank you for choosing Asset Manager 5.1x. We appreciate your business and look forward to continuing to serve your business needs in the future.

Sincerely,

HP Software Services

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/hpsupport/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

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For more information, go to www.managementsoftware.hp.com



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: Effected product SKUs

TA192AAE	HP AM Tracking Suite 5.10 ENG SW E-Media
TA192AA	HP AM Tracking Suite 5.10 ENG SW Media
T9501AAE	HP AM 5.10 Eng SW E-Media
T9501AA	HP AM 5.10 Eng SW Media
T9501AFE	HP AM 5.10 Frn SW E-Media
T9501AF	HP AM 5.10 Frn SW Media
TA179AAE	HP AM Svc Cat 5.10 ENG SW E-Media
TA179AA	HP AM Svc Cat 5.10 ENG SW Media
TA180AFE	HP AM Svc Cat 5.10 FRA SW E-Media
TA180AF	HP AM Svc Cat 5.10 FRA SW Media
TA183AEE	HP AM Svc Cat 5.10 SPA SW E-Media
TA183AE	HP AM Svc Cat 5.10 SPA SW Media
T9501AEE	HP Asset Manager 5.10 SPA SW E-Media
T9501AE	HP Asset Manager 5.10 SPA SW Media
T9501AFE	HP AM 5.10 Frn SW E-Media
T9501AF	HP AM 5.10 Frn SW Media
TA181ADE	HP AM Svc Cat 5.10 GER SW E-Media
TA181AD	HP AM Svc Cat 5.10 GER SW Media
TA182AZE	HP AM Svc Cat 5.10 ITA SW E-Media
TA182AZ	HP AM Svc Cat 5.10 ITA SW Media
TA187AVE	HP AM Svc Cat 5.10 RUS SW E-Media
TA187AV	HP AM Svc Cat 5.10 RUS SW Media
T9501ADE	HP Asset Manager 5.10 GER SW E-Media

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T9501AD	HP Asset Manager 5.10 GER SW Media
T9501AZE	HP Asset Manager 5.10 ITA SW E-Media
T9501AZ	HP Asset Manager 5.10 ITA SW Media
T9501AVE	HP Asset Manager 5.10 RUS SW E-Media
T9501AV	HP Asset Manager 5.10 RUS SW Media
TA186AKE	HP AM Svc Cat 5.10 KOR SW E-Media
TA186AK	HP AM Svc Cat 5.10 KOR SW Media
T9501AKE	HP Asset Manager 5.10 KOR SW E-Media
T9501AK	HP Asset Manager 5.10 KOR SW Media
TA184AJE	HP AM Svc Cat 5.10 JPN SW E-Media
TA184AJ	HP AM Svc Cat 5.10 JPN SW Media
T9501AJE	HP Asset Manager 5.10 JPN SW E-Media
T9501AJ	HP Asset Manager 5.10 JPN SW Media
TA185AS	HP AM Svc Cat 5.10 SCH SW Media
T9501ASE	HP Asset Manager 5.10 SCH SW E-Media
T9501AS	HP Asset Manager 5.10 SCH SW Media

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