



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

www.hp.com

HP Software Services [Insert Date Month Day 200x]

[Insert Product Name as appears in Jupiter]

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

Dear HP Software Customer,

Hewlett-Packard (HP) is announcing product discontinuance of HP Asset Management System (HP Inventory Mgt System 5.5 & HP Asset Expert Software 4.0– formerly OpsWare Asset Management System, Asset Tracking Edition, Tangram Asset Insight), effective as of the dates set forth below.

This letter is being sent to Asset Management System support customers worldwide, to inform you of our end of availability and 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 Management System products. Please read below for key timelines and support options that are now available to you:

Date	Program Activity
March 1, 2009	Product discontinuance announced
May 1, 2009	End of Sale (no longer orderable or available for purchase)
September 1, 2010	End of Support
September 1, 2012	End of Self-Help Support

HP Software Discovery and Dependency Mapping Inventory and Asset Manager Products

HP is pleased to be able to offer you the ability to purchase industry leading products in the area of asset discovery and management with Discovery and Dependency Mapping Inventory (DDMI) and/or Asset Manager products at a discount for 6 months.

HP Discovery & Dependency Mapping Inventory Software products offer:

- integrations into the greater asset management solution such as Asset Manager
- application usage tracking on all OS platforms
- more up-to-date support for virtualized environments, OS platforms, and software recognition

HP Asset Manager Software products offer:

- increased out of the box functionality that includes being able to manage asset lifecycle and work flow according to business needs
- flexible backend software that can be run on multiple types of databases
- out of the box integrations to many HP Software and 3rd party tools (procurement systems, fixed assets, etc.) with the ability to connect to any 3rd party tool through the use of HP Connect-It Software



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

www.hp.com

<Insert Date Month
xx,2007>

Page 2

- financial management of assets including capturing initial cost and any additional cost accumulated throughout the lifecycle of an asset
- visual representation of relationships between hardware assets and the software running on those assets

Please note that all Asset Management System customers with active support contracts are eligible to purchase Discovery & Dependency Mapping Inventory 7.5 and/or Asset Manager 5.10 at a discount for a limited time and also are able to upgrade to the Software Asset Management module of Asset Manager at a discount for a limited time.

While the Asset Management System products may continue to meet your immediate needs, HP recommends that all customers upgrade to Discovery & Dependency Mapping Inventory 7.5 and Asset Manager 5.10.

Please refer to attached Appendices A and B, definition of terms for product obsolescence and specific product numbers 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 and refer to promotion numbers 3.564 and 3.565.

In addition, for technical assistance and information, please visit Software Support Online: www.hp.com/managementsoftware/services

HP once again wishes to thank you for choosing HP Software as your preferred asset discovery and management solution software. We appreciate your business and look forward to continuing to serve your business needs in the future.

Sincerely,

HP Software Services

© Copyright 2009 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

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

03/2009.



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

www.hp.com

<Insert Date Month
xx,2007>

Page 3

Appendix A: Definitions

This product version obsolescence is covered by version 4.2 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 SoftwareSupport 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

© Copyright 2009 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

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

03/2009.



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

www.hp.com

<Insert Date Month
xx,2007>

Page 4

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 Asset Management System Product List

Product #	Description
T9130AA	HP IMS-SE 5.50 English SW Media
T9130AAE	HP IMS-SE 5.50 English SW E-Media
T9131AA	HP IMS-SE Add'l Data Manager SW LTU
T9131AAE	HP IMS-SE Add'l Data Manager SW E-LTU
T9132AA	HP IMS-SE Add'l Data Loader SW LTU
T9132AAE	HP IMS-SE Add'l Data Loader SW E-LTU
T9133AA	HP IMS-SE 1-1k Devices SW LTU
T9133AAE	HP IMS-SE 1-1k Devices SW E-LTU
T9134AA	HP IMS-SE 1001-2500 Devices SW LTU
T9134AAE	HP IMS-SE 1001-2500 Devices SW E-LTU
T9135AA	HP IMS-SE 2501-5k Devices LTU
T9135AAE	HP IMS-SE 2501-5k Devices E-LTU
T9136AA	HP IMS-SE 100Pk 5100-10kDevices SW LTU
T9136AAE	HP IMS-SE 100Pk 5100-10kDevices SW E-LTU
T9137AA	HP IMS-SE100Pk 10100-20kDevices SW LTU
T9137AAE	HP IMS-SE100Pk 10100-20kDevices SW E-LTU
T9138AA	HP IMS-SE100Pk 20100-50kDevices SW LTU
T9138AAE	HP IMS-SE100Pk 20100-50kDevices SW E-LTU
T9139AA	HP IMS-SE100Pk 50100-100kDevice SW LTU
T9139AAE	HP IMS-SE100Pk 50100-100kDevice SW E-LTU
T9140AA	HP IMS-SE 100pk 100100+ Devices SW LTU
T9140AAE	HP IMS-SE 100pk 100100+ Devices SW E-LTU
T9142AA	HP IMS-SE ISS 1-5kDev perDevice SW LTU
T9142AAE	HP IMS-SE ISS 1-5kDev perDevice SW E-LTU
T9143AA	HP IMS-SE ISS 100pk 5100-10kDev SW LTU
T9143AAE	HP IMS-SE ISS 100pk 5100-10kDev SW E-LTU
T9144AA	HP IMS-SE ISS 100pk 10100+Dev SW LTU

© Copyright 2009 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

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

03/2009.



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

www.hp.com

<Insert Date Month
xx,2007>

Page 5

T9144AAE	HP IMS-SE ISS 100pk 10100+Dev SW E-LTU
T9145AA	HP IMS-SE SWM 1-5kDev perDevice SW LTU
T9145AAE	HP IMS-SE SWM 1-5kDev perDevice SW E-LTU
T9146AA	HP IMS-SE SWM 100pk 5100-10kDev SW LTU
T9146AAE	HP IMS-SE SWM 100pk 5100-10kDev SW E-LTU
T9147AA	HP IMS-SESWM 100pk 10100-20kDev SW LTU
T9147AAE	HP IMS-SESWM 100pk 10100-20kDev SW E-LTU
T9148AA	HP IMS-SE SWM 100pk 20100+ Dev SW LTU
T9148AAE	HP IMS-SE SWM 100pk 20100+ Dev SW E-LTU
T9256AA	HP IMS SE OS Device 1-1000 devices
T9257AA	HP IMS SE OS Device 1001-2500 device
T9258AA	HP IMS SE OS Device 2501-5000 devices
T9259AA	HP IMS SE OS Device 5001-10k devices
T9260AA	HP IMS SE OS Device 10001-20k devices
T9261AA	HP IMS SE OS Device 20001-50k devices
T9262AA	HP IMS SE OS Device 50001-100k devices
T9263AA	HP IMS SE PDA Device per device SW LTU
T8873AA	HP IMS-SE 5,001-10,000 Devices SW LTU
T8874AA	HP IMS-SE 10,001-20,000 Devices SW LTU
T8875AA	HP IMS-SE 20,001-50,000 Devices SW LTU
T8876AA	HP IMS-SE 50,001-100k Device SW LTU
T8877AA	HP IMS-SE 100,000+ Devices SW LTU
T8878AA	HP IMS-SE ISS 5,001-10k Dev SW LTU
T8879AA	HP IMS-SE ISS 10,001+ Dev SW LTU
T8880AA	HP IMS-SE SWM 5,001-10k Dev SW LTU
T8881AA	HP IMS-SE SWM 10,001-20k Dev SW LTU
T8882AA	HP IMS-SE SWM 20,001+ Dev SW LTU
T9141AA	HP Asset Mgmt Asset Expert Svr SW LTU
T9264AA	HP IMS SE Asset Expert per device SW LTU
T9265AA	HP IMS SE Lease Mgr SW LTU
T9266AA	HP IMS SE Pur Mgr SW LTU
T9357AA	HP IMS SE Compliance Mgr per dev SW LTU

© Copyright 2009 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

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

03/2009.