



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

HP Support    October 2010  
**AssetCenter 4.4x & 5.0x**

[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 AssetCenter 4.4x & 5.0x effective as of the dates set forth below.

This letter is for AssetCenter 4.4x & 5.0x 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 AssetCenter 4.4x & 5.0x products. Please read below for key timelines and support options that are now available to you:

Date	Program Activity
October 1, 2010	Product discontinuance announced
May 1, 2011	End of sale (no longer orderable or available for purchase)
August 31, 2012	End of Support
August 31, 2014	End of Self-Help Support

Please note that all AssetCenter 4.4x & 5.0x customers with active support contracts are eligible to upgrade to Asset Manager 5.20, as a license upgrade.

While these AssetCenter 4.4x & 5.0x versions may continue to meet your immediate needs, HP recommends that all customers upgrade to Asset Manager 5.20.

Please refer to attached Appendix A for definition of terms for product obsolescence and Appendix B for the list of affected AssetCenter 4.4x & 5.0x product numbers.



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**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/hpsoftwaresupport](http://www.hp.com/go/hpsoftwaresupport)

HP once again wishes to thank you for choosing AssetCenter. 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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10/2010.



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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](http://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

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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**

Product Number	Product Description
T4124AA	HP AC Chargeback Flt Usr SW LTU
T4124AAE	HP AC Chargeback Flt Usr SW E-LTU
T4125AA	HP AC Chargeback Nmd Usr SW LTU
T4125AAE	HP AC Chargeback Nmd Usr SW E-LTU
T4126AA	HP AC Cable & Circuit Flt Usr SW LTU.
T4126AAE	HP AC Cable & Circuit Flt Usr SW E-LTU
T4127AA	HP AC Cable & Circuit Nmd Usr SW LTU
T4127AAE	HP AC Cable & Circuit Nmd Usr SW E-LTU
T4132AA	HP AC SAM Enterprise SW LTU
T4132AAE	HP AC SAM Enterprise SW E-LTU
T4626AA	HP AC Guest Usr 100+/100 SW LTU
T4626AAE	HP AC Guest Usr 100+/100 SW E-LTU
T4627AA	HP AC Guest User 5,000+/100 SW LTU
T4627AAE	HP AC Guest User 5,000+/100 SW E-LTU
T4628AA	HP AC Guest Usr 10,000+/100 SW LTU
T4628AAE	HP AC Guest Usr 10,000+/100 SW E-LTU
T4629AA	HP AC Guest Usr 25,000+/100 SW LTU
T4629AAE	HP AC Guest Usr 25,000+/100 SW E-LTU
T4630AA	HP AC Guest Usr 50,000+/100 SW LTU
T4630AAE	HP AC Guest Usr 50,000+/100 SW E-LTU
T4112AA	HP AC Base Module Flt Usr SW LTU
T4112AAE	HP AC Base Module Flt Usr SW E-LTU
T4113AA	HP AC Base Module Nmd Usr SW LTU
T4113AAE	HP AC Base Module Nmd Usr SW E-LTU
T4114AA	HP AC SAM Flt Usr SW LTU
T4114AAE	HP AC SAM Flt Usr SW E-LTU
T4115AA	HP AC SAM Nmd Usr SW LTU
T4115AAE	HP AC SAM Nmd Usr SW E-LTU
T4116AA	HP AC Financial Mgmt Flt Usr SW LTU
T4116AAE	HP AC Financial Mgmt Flt Usr SW E-LTU
T4117AA	HP AC Financial Mgmt Nmd Usr SW LTU
T4117AAE	HP AC Financial Mgmt Nmd Usr SW E-LTU
T4118AA	HP AC Procurement Flt Usr SW LTU
T4118AAE	HP AC Procurement Flt Usr SW E-LTU

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T4119AA	HP AC Procurement Nmd Usr SW LTU
T4119AAE	HP AC Procurement Nmd Usr SW E-LTU
T4120AA	HP AC Contract & Lease Flt Usr SW LTU
T4120AAE	HP AC Contract & Lease Flt Usr SW E-LTU
T4121AA	HP AC Contract & Lease Nmd Usr SW LTU
T4121AAE	HP AC Contract & Lease Nmd Usr SW E-LTU
T4122AA	HP AC Portfolio Flt Usr SW LTU
T4122AAE	HP AC Portfolio Flt Usr SW E-LTU
T4123AA	HP AC Portfolio Nmd Usr SW LTU
T4123AAE	HP AC Portfolio Nmd Usr SW E-LTU
T4152AA	HP AC Lease Mgt Flt Usr Software LTU
T4153AA	HP AC Lease Mgt. Nmd Usr Software LTU
T4156AA	HP AC Upg Ctrcts&Lease FltUsr SW LTU
T4157AA	HP AC Upg Ctrcts&Lease NmdUsr SW LTU
T4158AA	HP AC Ctrcts w/o Lease FltUsr SW LTU
T4159AA	HP AC Ctrcts w/o Lease NmdUsr SW LTU
T4160AA	HP AC Help Desk Flt Usr Software LTU
T4161AA	HP AC Help Desk Nmd Usr Software LTU
T4136AA	HP AC Web Tailoring Kit Software LTU
T4134AA	HP AC Web Tailornng Kt 4.4 Software Media
T4135AA	HP AC Web Tailring Kt 4.4 SW Manuals
T4110AA	HP AssetCenter 4.4 English Software Media
T4110AD	HP AssetCenter 4.4 German Software Media
T4110AE	HP AssetCenter 4.4 Spansh Software Media
T4110AF	HP AssetCenter 4.4 French Software Media
T4110AJ	HP AssetCenter 4.4 Jpn Software Media
T4110AJE	HP AssetCenter 4.4 Jpn Software E-Media
T4110AZ	HP AssetCenter 4.4 Ital Software Media
T4111AA	HP AssetCenter 4.4 English SW Manuals
T4111AJ	HP AC 4.4 Japanese Software Manuals
T4111AZ	HP AC 4.4 Italian Software Manuals
T4111AD	HP AC 4.4 German Software Manuals
T4111AE	HP AC 4.4 Spanish Software Manuals
T4111AF	HP AC 4.4 French Software Manuals
T4110BA	HP AC 5.00 English Software Media
T4110BD	HP AC 5.00 German Software Media
T4110BE	HP AC 5.00 Spanish Software Media
T4110BF	HP AC 5.00 French Software Media
T4110BJ	HP AC 5.00 Japanese Software Media
T4110BK	HP AC 5.00 Korean Unicode Software Media
T4110BS	HP AC 5.00 Sim Chinese Software Media
T4110BZ	HP AC 5.00 Italian Software Media
T4111BA	HP AC 5.00 English Software Manuals
T4110CA	HP AC 5.01 English SW Media

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T4110CAE	HP AC 5.01 Eng SW E-Media.
T4110CD	HP AC 5.01 German SW Media
T4110CDE	HP AC 5.01 Grm SW E-Media
T4110CE	HP AC 5.01 Spanish SW Media
T4110CEE	HP AC 5.01 Spn SW E-Media
T4110CF	HP AC 5.01 French SW Media
T4110CFE	HP AC 5.01 Frn SW E-Media
T4110CJ	HP AC 5.01 Japanese SW Media
T4110CK	HP AC 5.01 Korean SW Media
T4110CKE	HP AC 5.01 Kor SW E-Media
T4110CS	HP AC 5.01 Sim Chinese SW Media
T4110CSE	HP AC 5.01 S. Chs SW E-Media
T4110CV	HP AC 5.01 Russian SW Media
T4110CVE	HP AC 5.01 Rus SW E-Media
T4110CZ	HP AC 5.01 Italian SW Media
T4110CZE	HP AC 5.01 Itl SW E-Media
T4111CA	HP AC 5.01 English SW Manuals
T8358AA	HP Client AM & CM Suite 5.0 SW Media
T8358AAE	HP Client CM&AM Suite 5.0 SW E-Media
T8359AA	HP Client AM & CM Suite SW LTU
T8359AAE	HP Client AM & CM Suite SW E-LTU
T4110CJE	HP AC 5.01 Japanese SW E-Media
T4154AA	HP SW AC Financls Flt Usr Software LTU
T4155AA	HP AC Financls Nmd Usr Software LTU

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