

Hewlett-Packard Company
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Palo Alto, CA 94304

hp.com



May 1, 2013

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

Dear HP Software Customer,

Hewlett-Packard (HP) is announcing version discontinuance of Business Availability Center 8.x and product discontinuance of Business Availability Center Problem Isolation effective as of the dates set forth below.

Included in the Business Availability Center 8.x version obsolescence is the obsolescence of the pre November 2009 Business Availability Center product structure for Diagnostics (Diag), Real User Monitor (RUM), Transaction Vision (TV), Business Process Insight (BPI), BAC for Siebel and BAC for SAP, because Business Availability Center 8.x is the last version to support this product structure for these products.

This letter is for Business Availability Center 8.x and Business Availability Center Problem Isolation 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 Business Availability Center 8.x products. Please read below for key timelines and support options that are now available to you:

Date	Program Activity
May 1, 2013	Product discontinuance announced
July 1, 2013	End of sale (no longer orderable or available for purchase)
April 30, 2015	End of Support for Business Availability Center 8.x and Business Availability Center Problem Isolation
April 30, 2017	End of Self-Help Support for Business Availability Center 8.x

Business Availability Center 8.x

Business Availability Center 8.x includes:

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For more information, go to hp.com/go/software

- Business Process Insight (BPI) 8.x
- Transaction Vision (TV) 8.x
- Diagnostics (Diag) 8.x
- Business Process Monitor (BPM) 8.x
- Real User Monitor (RUM) 8.x
- BAC for Siebel 8.x
- BAC for SAP 8.x.
- Service Level Management (SLM) 8.x

Please note that all Business Availability Center 8.x customers with active support contracts are eligible to upgrade to the latest version of Business Service Management 9.2x as a license upgrade (Business Availability Center was renamed to Business Service Management).

While these Business Availability Center 8.x versions may continue to meet your immediate needs, HP recommends that all customers upgrade to Business Service Management 9.2x. Your support contract will be updated at time of renewal. Should you want to upgrade to Business Service Management 9.2x prior to your contract renewal, please contact your local HP sales representative or HP software business partner to have your contract updated.

Business Availability Center Problem Isolation

Business Availability Center 8.x is the last version to support Problem Isolation. Customers are encouraged to review HP Service Health Analyzer as the replacement product. Please contact your local HP sales representative or HP software business partner for additional details.

Pre November 2009 product structure

For Diag, RUM, TV, BPI, BAC for Siebel and BAC for SAP we are obsolescing the pre November 2009 product structure. Your support contract will be updated with the new product structure SKUs at time of renewal. The pre November 2009 product structure SKUs are not supported with Business Service Management 9.x; should you want to upgrade to Business Service Management 9.2x prior to your contract renewal, please contact your local HP sales representative or HP software business partner to have your contract updated.

Please refer to attached Appendix A for definition of terms for product obsolescence and Appendix B for the list of affected 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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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

HP once again wishes to thank you for choosing Business Availability Center 8.x. 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

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.

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: Affected Product SKUs

SKU	Product Description
<u>Business Availability 8.x</u>	
T8352CAE	HP BAC 8.x MLU SW E-Media
T8352CA	HP BAC 8.x MLU SW Media
T8351CJ	HP BAC 8.00 Jpn SW Manuals
T6227CA	HP Diag J2E/.NET/SAP 8.x Eng SW Manuals
T6227CJ	HP Diag for Comp 8.00 Jpn SW Manuals
<u>Business Availability Problem Isolation</u>	
TB125AAE	HP BAC PI f/BPM Txn/Tgt Unl Loc SW E-LTU
TB125AA	HP BAC PI f/BPM Txn/Tgt Unl Loc SW-LTU
TB126AAE	HP BAC PI f/BPM Txn/Tgt Sin Loc SW E-LTU
TB126AA	HP BAC PI f/BPM Txn/Tgt Sin Loc SW LTU
TB134AAE	HP BAC PI f/RUM SPI f/Apps SW E-LTU
TB134AA	HP BAC PI f/RUM SPI f/Apps SW LTU
TB162AAE	HP BAC PI for SAM 1-50 Pt SW E-LTU
TB162AA	HP BAC PI for SAM 1-50 Pt SW LTU
TB163AAE	HP BAC PI for SAM 51-500 Pt SW E-LTU

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TB163AA	HP BAC PI for SAM 51-500 Pt SW LTU
TB164AAE	HP BAC PI for SAM 501-2K Pt SW E-LTU
TB164AA	HP BAC PI for SAM 501-2K Pt SW LTU
TB165AAE	HP BAC PI for SAM 2K-50K Pt SW E-LTU
TB165AA	HP BAC PI for SAM 2K-50K Pt SW LTU
TB166AAE	HP BAC PI for SAM 50K+ Pt SW E-LTU
TB166AA	HP BAC PI for SAM 50K+ Pt SW LTU
T5634AAE	HP BAC-PI f/BPM 1-50 Txn/Tgt SW E-LTU
T5634AA	HP BAC-PI f/BPM 1-50 Txn/Tgt SW LTU
T5635AAE	HP BAC-PI f/BPM 51-200 Txn/Tgt SW E-LTU
T5635AA	HP BAC-PI f/BPM 51-200 Txn/Tgt SW LTU
T5636AAE	HP BAC-PI f/BPM 201+ Txn/Tgt SW E-LTU
T5636AA	HP BAC-PI f/BPM 201+ Txn/Tgt SW LTU
T5637AAE	HP BAC-PI for RUM 1-20 CPU SW E-LTU
T5637AA	HP BAC-PI for RUM 1-20 CPU SW LTU
T5638AAE	HP BAC-PI for RUM 21-50 CPU SW E-LTU
T5638AA	HP BAC-PI for RUM 21-50 CPU SW LTU
T5639AAE	HP BAC-PI for RUM 51+ CPU SW E-LTU
T5639AA	HP BAC-PI for RUM 51+ CPU SW LTU
T5640AAE	HP BAC-PI for SiteScope 1-50 Pt SW E-LTU
T5640AA	HP BAC-PI for SiteScope 1-50 Pt SW LTU
T5641AAE	HP BAC-PI for SiteScope 51-500 Pt SW E-LTU
T5641AA	HP BAC-PI for SiteScope 51-500 Pt SW LTU
T5642AAE	HP BAC-PI for SiteScope 501-2000 Pt SW E-LTU
T5642AA	HP BAC-PI for SiteScope 501-2000 Pt SW LTU
T5643AAE	HP BAC-PI for SiteScope 2001+ Pt SW E-LTU
T5643AA	HP BAC-PI for SiteScope 2001+ Pt SW LTU
<u>Pre November 2009 product structure</u>	
T6631AAE	HP TV Analyzer per CPU Software ELTU
T6631AA	HP TV Analyzer per CPU Software LTU
T6632AAE	HP TV Distributed Sensor per CPU SW ELTU
T6632AA	HP TV Distributed Sensor per CPU SW LTU
T6633AAE	HP TV Mainframe Sensor per MSU SW ELTU
T6633AA	HP TV Mainframe Sensor per MSU SW LTU

T6634AAE	HP TV MQ Client Sensor 1000 Client ELTU
T6634AA	HP TV MQ Client Sensor 1000 Clients LTU
T9568AAE	HP BAC-SLM for TV Dist Sensor SW E-LTU
T9568AA	HP BAC-SLM for TV Dist Sensor SW LTU
T9569AAE	HP BAC-SLM4TV Mfr Sen per MSU SW E-LTU
T9569AA	HP BAC-SLM4TV Mfr Sen per MSU SW LTU
T9570AAE	HP BAC-SLM4TV MQ Client Sen 1K SW E-LTU
T9570AA	HP BAC-SLM4TV MQ Client Sen 1K SW LTU
T6635AA	HP TransactionVision Dev & Test SW LTU
T8392AAE	HP BAC for SAP Suite Custom. SW E-LTU
T8392AA	HP BAC for SAP Suite Custom. SW LTU
T9391AAE	HP BAC for SAP Suite SW E-LTU
T9391AA	HP BAC for SAP Suite SW LTU
T8346AAE	HP BAC for Siebel Suite SW E-LTU
T8346AA	HP BAC for Siebel Suite SW LTU
T8396AA	HP BAC for SOA with BPM Suite SW LTU
T8396AAE	HP BAC for SOA with BPM Suite SW E-LTU
T9180AA	HP BAC for SOA SW LTU
T9180AAE	HP BAC for SOA SW E-LTU
TA382AA	HP BAC for SOA Svc Prv SW LTU
TA382AAE	HP BAC for SOA Svc Prv SW E-LTU
TA383AA	HP BAC for SOA Svc Cons SW LTU
TA383AAE	HP BAC for SOA Svc Cons SW E-LTU
T9530AA	HP EUM w RUM for TCP/IP .5-2Gbps SW LTU
T9530AAE	HP EUM w RUM for TCP/IP .5-2Gbps SW E-LTU
T9529AA	HP EUM w RUM for TCP/IP 0-.5Gbps SW LTU
T9531AAE	HP EUM w RUM for TCP/IP 2-5Gbps SW E-LTU
T9531AA	HP EUM w RUM for TCP/IP 2-5Gbps SW LTU
T9532AA	HP EUM w RUM for TCP/IP 5+ Gbps SW LTU
T9529AAE	HP EUM wRUM for TCP/IP 0-.5Gbps SW E-LTU
T9532AAE	HP EUM wRUM for TCP/IP 5+ Gbps SW E-LTU
T5610AAE	HP BAC-EUM w/ RUM 1-20 CPU SW E-LTU
T5610AA	HP BAC-EUM w/ RUM 1-20 CPU SW LTU
T5611AAE	HP BAC-EUM w/ RUM 21-50 CPU SW E-LTU
T5611AA	HP BAC-EUM w/ RUM 21-50 CPU SW LTU
T5612AAE	HP BAC-EUM w/ RUM 51+ CPU SW E-LTU
T5612AA	HP BAC-EUM w/ RUM 51+ CPU SW LTU
T5637AAE	HP BAC-PI for RUM 1-20 CPU SW E-LTU

T5637AA	HP BAC-PI for RUM 1-20 CPU SW LTU
T5638AAE	HP BAC-PI for RUM 21-50 CPU SW E-LTU
T5638AA	HP BAC-PI for RUM 21-50 CPU SW LTU
T5639AAE	HP BAC-PI for RUM 51+ CPU SW E-LTU
T5639AA	HP BAC-PI for RUM 51+ CPU SW LTU
T5627AAE	HP BAC-SLM for RUM 1-20 CPU SW E-LTU
T5627AA	HP BAC-SLM for RUM 1-20 CPU SW LTU
T5628AAE	HP BAC-SLM for RUM 21-50 CPU SW E-LTU
T5628AA	HP BAC-SLM for RUM 21-50 CPU SW LTU
T5629AAE	HP BAC-SLM for RUM 51+ CPU SW E-LTU
T5629AA	HP BAC-SLM for RUM 51+ CPU SW LTU
T5650AAE	HP BAC-Diag Siebel 1-50 CPU SW E-LTU
T5650AA	HP BAC-Diag Siebel 1-50 CPU SW LTU
T5652AAE	HP BAC-Diag Siebel 201+ CPU SW E-LTU
T5652AA	HP BAC-Diag Siebel 201+ CPU SW LTU
T5651AAE	HP BAC-Diag Siebel 51-200 CPU SW E-LTU
T5651AA	HP BAC-Diag Siebel 51-200 CPU SW LTU
T8340AAE	HP BAC Diag J2EE MF 1-150 MSU SW E-LTU
T8340AA	HP BAC Diag J2EE MF 1-150 MSU SW LTU
T8341AAE	HP BAC Diag J2EE MF 151-600 MSU SW E-LTU
T8341AA	HP BAC Diag J2EE MF 151-600 MSU SW LTU
T8342AAE	HP BAC Diag J2EE MF 600+ MSU SW E-LTU
T8342AA	HP BAC Diag J2EE MF 600+ MSU SW LTU
TA225AAE	HP BAC-Diag for Comp 1-50CPUs SW E-LTU
TA225AA	HP BAC-Diag for Comp 1-50CPUs SW LTU
TA227AAE	HP BAC-Diag for Comp 201+ CPUs SW E-LTU
TA227AA	HP BAC-Diag for Comp 201+ CPUs SW LTU
TA226AAE	HP BAC-Diag for Comp 51-200CPUs SW E-LTU
TA226AA	HP BAC-Diag for Comp 51-200CPUs SW LTU
T9198AAE	HP Diag for SOA 1-50 CPU SW E-LTU
T9198AA	HP Diag for SOA 1-50 CPU SW LTU
T9200AAE	HP Diag for SOA 200+ CPU SW E-LTU
T9200AA	HP Diag for SOA 200+ CPU SW LTU
T9199AAE	HP Diag for SOA 51-200 CPU SW E-LTU
T9199AA	HP Diag for SOA 51-200 CPU SW LTU
TA228AAE	HP LR/PC-Diag Comp 1-50CPUs SW E-LTU
TA228AA	HP LR/PC-Diag Comp 1-50CPUs SW LTU
TA230AAE	HP LR/PC-Diag Comp 201+ CPUs SW E-LTU

TA230AA	HP LR/PC-Diag Comp 201+ CPUs SW LTU
TA229AAE	HP LR/PC-Diag Comp 51-200CPUs SW E-LTU
TA229AA	HP LR/PC-Diag Comp 51-200CPUs SW LTU
T8343AAE	HP PC Diag J2EE MF 1-150 MSU SW E-LTU
T8343AA	HP PC Diag J2EE MF 1-150 MSU SW LTU
T8344AAE	HP PC Diag J2EE MF 151-600 MSU SW E-LTU
T8344AA	HP PC Diag J2EE MF 151-600 MSU SW LTU
T8345AAE	HP PC Diag J2EE MF 600+ MSU SW E-LTU
T8345AA	HP PC Diag J2EE MF 600+ MSU SW LTU
TA384AAE	HP BAC-SLM for SOA 1-20 CPUs SW E-LTU
TA384AA	HP BAC-SLM for SOA 1-20 CPUs SW LTU
TA385AAE	HP BAC-SLM for SOA 21-50 CPUs SW E-LTU
TA385AA	HP BAC-SLM for SOA 21-50 CPUs SW LTU
TA386AAE	HP BAC-SLM for SOA 51+ CPUs SW E-LTU
TA386AA	HP BAC-SLM for SOA 51+ CPUs SW LTU
T9201AAE	HP LR/PC Diag for SOA 1-50 CPU SW E-LTU
T9201AA	HP LR/PC Diag for SOA 1-50 CPU SW LTU
T9203AAE	HP LR/PC Diag for SOA 200+ CPU SW E-LTU
T9203AA	HP LR/PC Diag for SOA 200+ CPU SW LTU
T9202AA	HP LR/PC Diag for SOA 51-200 CPU SW LTU
T9202AAE	HP LR/PC Dig for SOA 51-200 CPU SW E-LTU
T5647AA	HP BAC-Diag .Net 1-50 CPU SW LTU
T5647AAE	HP BAC-Diag .Net 1-50 CPU SW E-LTU
T5648AA	HP BAC-Diag .Net 51-200 CPU SW LTU
T5648AAE	HP BAC-Diag .Net 51-200 CPU SW E-LTU
T5649AA	HP BAC-Diag .Net 201+ CPU SW LTU
T5649AAE	HP BAC-Diag .Net 201+ CPU SW E-LTU
T5644AA	HP BAC-Diag J2EE 1-50 CPU SW LTU
T5644AAE	HP BAC-Diag J2EE 1-50 CPU SW E-LTU
T5645AA	HP BAC-Diag J2EE 51-200 CPU SW LTU
T5645AAE	HP BAC-Diag J2EE 51-200 CPU SW E-LTU
T5646AA	HP BAC-Diag J2EE 201+ CPU SW LTU
T5646AAE	HP BAC-Diag J2EE 201+ CPU SW E-LTU
T5656AA	HP BAC-Diag Oracle 1-50 CPU SW LTU
T5656AAE	HP BAC-Diag Oracle 1-50 CPU SW E-LTU
T5657AA	HP BAC-Diag Oracle 51-200 CPU SW LTU
T5657AAE	HP BAC-Diag Oracle 51-200 CPU SW E-LTU
T5658AA	HP BAC-Diag Oracle 201+ CPU SW LTU

T5658AAE	HP BAC-Diag Oracle 201+ CPU SW E-LTU
T5653AA	HP BAC-Diag SAP 1-50 CPU SW LTU
T5653AAE	HP BAC-Diag SAP 1-50 CPU SW E-LTU
T5654AA	HP BAC-Diag SAP 51-200 CPU SW LTU
T5654AAE	HP BAC-Diag SAP 51-200 CPU SW E-LTU
T5655AA	HP BAC-Diag SAP 201+ CPU SW LTU
T5655AAE	HP BAC-Diag SAP 201+ CPU SW E-LTU
T6212AA	HP LR/PC Diag J2EE 1-50 CPU SW LTU
T6212AAE	HP LR/PC Diag J2EE 1-50 CPU SW E-LTU
T6213AA	HP LR/PC Diag J2EE 51-200 CPU SW LTU
T6213AAE	HP LR/PC Diag J2EE 51-200 CPU SW E-LTU
T6214AA	HP LR/PC Diag J2EE 200+ SW LTU
T6214AAE	HP LR/PC Diag J2EE 200+ SW E-LTU
T6215AA	HP LR/PC Diag Oracle 1-50 CPU SW LTU
T6215AAE	HP LR/PC Diag Oracle 1-50 CPU SW E-LTU
T6216AA	HP LR/PC Diag Oracle 51-200 CPU SW LTU
T6216AAE	HP LR/PC Diag Oracle 51-200 CPU SW E-LTU
T6217AA	HP LR/PC Diag Oracle 200+ SW LTU
T6217AAE	HP LR/PC Diag Oracle 200+ SW E-LTU
T6221AA	HP LR/PC Diag .Net 1-50 CPU SW LTU
T6221AAE	HP LR/PC Diag .Net 1-50 CPU SW E-LTU
T6222AA	HP LR/PC Diag .Net 51-200 CPU SW LTU
T6222AAE	HP LR/PC Diag .Net 51-200 CPU SW E-LTU
T6223AA	HP LR/PC Diag .Net 200+ CPU SW LTU
T6223AAE	HP LR/PC Diag .Net 200+ CPU SW E-LTU
T6224AA	HP LR/PC Diag SAP 1-50 CPU SW LTU
T6224AAE	HP LR/PC Diag SAP 1-50 CPU SW E-LTU
T6225AA	HP LR/PC Diag SAP 51-200 CPU SW LTU
T6225AAE	HP LR/PC Diag SAP 51-200 CPU SW E-LTU
T6226AA	HP LR/PC Diag SAP 200+ CPU SW LTU
T6226AAE	HP LR/PC Diag SAP 200+ CPU SW E-LTU
T7673AA	HP BAC-Diag for J2EE-Tier 0 SW LTU
T7673AAE	HP BAC-Diag for J2EE-Tier 0 SW E-LTU
T7674AA	HP BAC-Diag for J2EE-Tier 1 SW LTU
T7674AAE	HP BAC-Diag for J2EE-Tier 1 SW E-LTU
T7675AA	HP BAC-Diag for J2EE-Tier 2 SW LTU
T7675AAE	HP BAC-Diag for J2EE-Tier 2 SW E-LTU
T7676AA	HP BAC-Diag for J2EE-Tier 3 SW LTU

T7676AAE	HP BAC-Diag for J2EE-Tier 3 SW E-LTU
T7677AA	HP BAC-Diag for J2EE-Tier 4 SW LTU
T7677AAE	HP BAC-Diag for J2EE-Tier 4 SW E-LTU
T7678AA	HP BAC-Diag for .Net-Tier 0 SW LTU
T7678AAE	HP BAC-Diag for .Net-Tier 0 SW E-LTU
T7679AA	HP BAC-Diag for .Net-Tier 1 SW LTU
T7679AAE	HP BAC-Diag for .Net-Tier 1 SW E-LTU
T7680AA	HP BAC-Diag for .Net-Tier 2 SW LTU
T7680AAE	HP BAC-Diag for .Net-Tier 2 SW E-LTU
T7681AA	HP BAC-Diag for .Net-Tier 3 SW LTU
T7681AAE	HP BAC-Diag for .Net-Tier 3 SW E-LTU
T7682AA	HP BAC-Diag for .Net-Tier 4 SW LTU
T7682AAE	HP BAC-Diag for .Net-Tier
BB186AAE	HP BPI 1 Process SW E-LTU
BB186AA	HP BPI 1 Process SW LTU
BB189AAE	HP BPI Accelerator SW for SAP SW E-LTU
BB189AA	HP BPI Accelerator SW for SAP SW LTU
BB185AAE	HP BPI Enterprise Foundation SW E-LTU
BB185AA	HP BPI Enterprise Foundation SW LTU
BB188AAE	HP BPI Enterprise Suite SW E-LTU
BB188AA	HP BPI Enterprise Suite SW LTU
BB184AAE	HP BPI Standard Foundation SW E-LTU
BB184AA	HP BPI Standard Foundation SW LTU
BB187AAE	HP upgd BPI Std to Enterprise SW E-LTU
BB187AA	HP upgd BPI Std to Enterprise SW LTU
T9567AAE	HP BAC-SLM4BPI per Bus Process SW E-LTU
T9567AA	HP BAC-SLM4BPI per Bus Process SW LTU
BA131AA	HP OVBPI Base Server LTU
BA132AA	HP BPI - 1 Business Process Software LTU
BA133AA	HP OVBPI Unique Data Event LTU
BA135AA	HP BPI - 3 Business Process Software LTU
BB209AA	HP BPI - 3 Business Process Software LTU
BB210AA	HP BPI - 1 Business Process Software LTU