September 2010
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[Addressee's Name
Addressee's Title
Company Name
Street Address
City, Postal Code
Country]

HP Business Availability Center 6.9x & 7.0xⁱ Extension of Support Advisory

Dear HP Software Customer,

With high demand from customers, Hewlett Packard Software Service is announcing an extension to the product support of Business Availability Center (BAC) 6.9x and 7.0x to September 30, 2011. This extension is designed to help provide you time to evaluate and plan your future BAC upgrades.

Please note that:
- The extension of support includes only versions of OS's, databases, browsers, Java, SiteScope, Vugen, QTP, Diagnostic, Apache, etc, that were previously supported in BAC 6.9x/7.0x.
- This extension is for the same level of support that existed previously.
- This extension applies to supporting existing functionalities and capabilities. There will be no new Service Packs or Request for Enhancement for these versions.

This announcement supersedes the previous notice of end of product support on September 30, 2010.

For customers who have already upgraded, or in the process of upgrading, from 6.9x/7.0x to a newer version, HP believes you are enjoying a robust and better features product provided by the new version, which means you will be more productive in using BAC. HP will continue to assist you in future upgrading activities.

As in every new product release, HP will provide the following program to facilitate your upgrade.
- HP Professional Services and certified partners that can help you with your upgrade.
- Upgrade document that helps upgrade efforts.
- Several on-line HP Education courses to train your administrators and end-users.

Sincerely,

HP Software Services

ⁱ For the list of products affected by BAC 6.9x & 7.0x obsolescence, please check the Customer Letter at http://support.openview.hp.com/encore/bac_6.9x_and_7.0x.jsp

09/2010.