



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

www.hp.com

HP Support December 2009

HP Client Automation

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

Dear HP Software Customer,

Hewlett-Packard (HP) is announcing the version discontinuance of Settings Migration Manager due to the ending of our OEM agreement with Tranxition, we will no longer be offering for sale the Settings Migration Manager product, effective immediately.

This letter is being sent to HP Client Automation Enterprise (aka Radia/Configuration Management) customers worldwide, to inform you of our plans and your options.

End of Support

HP is committed to providing the highest level of customer care to you while you determine your future strategy for your HP Client Automation products. Please read the table below for key timelines and support options that are now available to you:

Date	Program Activity
September 1, 2009	Product discontinuance announced End of sale (no longer orderable or available for purchase)
August 31, 2012	End of HP Support

For customers who currently have Settings Migration Manager on their support contract, HP will continue to offer support for a period of 3 years.

We are replacing the functionality provided by Settings Migration Manager with a feature called Personality Backup and Restore (PBR). PBR leverages the User State Migration tool from Microsoft and is provided for free for all Client Automation Enterprise customers. You can download a patch to implement PBR from the HP Software Support Online site at:

http://h20230.www2.hp.com/selfsolve/document/FID/DOCUMENTUM_RADAPPSWIN32_00043

Please refer to the Appendices A, and B for specific products affected by this announcement and definitions of terms for product obsolescence

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: <http://www.hp.com/go/hpssoftwaresupport>



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HP once again wishes to thank you for choosing HP Client Automation. We appreciate your business and look forward to continuing to serve your business needs in the future.

Sincerely,
HP Support

Appendix A: End of availability of HP Client Automation Settings Migration Manager Product List

The following Settings Migration Manager products will no longer be available for sale or download from 1st September 2009:

Product #	Description
T3497AA	HP CAE Settings Mig Mgr 10pk SW LTU
T3497AAE	HP CAE Settings Mig Mgr 10pk SW E-LTU
T3498AA	HP CAE Stgs Mig Mgr IB10pk Software LTU
T3498AAE	HP CAE Stgs Mig IB10pk SW E-LTU

The following products had an Entitlement to Settings Migration Manager. We will **not** be placing these products into an End Of Life program, but from 1st September 2009, they will no longer have any entitlement to Settings Migration Manager.

Product #	Description
T4008AA	HP CM Mgmt & Mig Suite PC Software LTU
T4008AAE	HP CM Mgmt & Mig Suite PC Software E-LTU
T4009AA	HP CM Mgmt & Mig Suite 1K PC Software LTU
T4009AAE	HP CM Mgmt & Mig Suite 1K PC Software E-LTU
T9299AA	HP CAE Mgmt & Mig Ste PC 1-999 SW LTU
T9299AAE	HP CAE Mgmt & Mig Ste PC 1-999 SW E-LTU
T9300AA	HP CAE Mgmt & Mig Ste PC 1K+/100 SW LTU
T9300AAE	HP CAE Mgmt & Mig Ste PC 1K+/100 SW E-LTU
T9301AA	HP CAE Mgmt & Mig Ste PC 5K+/100 SW LTU
T9301AAE	HP CAE Mgmt & Mig Ste PC 5K+/100 SW E-LTU
T9302AA	HP CAE Mgmt & Mig Ste PC 25K+/100 SW LTU
T9302AAE	HP CAE Mgmt & Mig Ste PC 25K+/100 SW E-LTU
T9303AA	HP CAE Mgmt & Mig Ste PC 50K+/100 SW LTU
T9303AAE	HP CAE Mgmt & Mig Ste PC 50K+/100 SW E-LTU
T4852AA	HP CAE Mgmt & Mig Suite PC SW LTU
T4852AAE	HP CAE Mgmt & Mig Suite PC SW E-LTU
T4853AA	HP CAE Mgmt & Mig Suite 1K PC SW LTU
T4853AAE	HP CAE Mgmt & Mig Suite 1K PC SW E-LTU

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Appendix B: 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.

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