HP Software Services   November 1, 2007

HP Configuration Management

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

Dear HP Software Customer,

Hewlett-Packard (HP) is announcing platform discontinuance of HP Configuration Management (a.k.a. Radia for Server/RfS) software, effective as of the dates set forth below. Affected managed server platforms are HPUX, Solaris and AIX; support for infrastructure on the affected platforms will continue support. All other managed server platforms, including Windows and Linux, are not affected by this announcement.

This letter is being sent to HP Configuration Management support customers worldwide to inform you of our end of availability, end of support plans and migration options for affected platforms.

Obsolescence Program Background
HP recently completed the acquisition of Opsware, a leading provider of software that automates the management of servers, network devices, storage and applications for Data Center environments.

There is an overlap between the functionality offered by the CM Server Management products and those from Opsware. HP Software has decided to make the HP Server Automation software, formerly known as Opsware Server Automation System, the go-forward solution for server management. Because of the decision to lead with HP Server Automation for server management, the support for UNIX platforms (defined as HPUX, Solaris and AIX) as managed server devices will enter an obsolescence and migration program.

All outstanding contractual purchasing terms currently in effect will continue to be honored.

End of Sale and End of Support
HP is committed to providing the highest level of customer care to you while you determine your future strategy for your Configuration Management products. Please read below for key timelines and available support options.

Date	Program Activity
Nov 1, 2007	Customer announcement
Nov 1, 2007	End of Sale (no longer available for purchase)
May 1, 2009	End of Current Product Support
Nov 1, 2010	End of Self-Help Support

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Migration Options and Details
HP will be offering an incentive to customers who wish to migrate from Configuration Management over to HP Server Automation. While the Configuration Management HPUX, AIX and Solaris platforms may continue to meet your immediate needs, HP recommends that all customers select one of the following migration options as soon as possible. These offers are also available to customers using Configuration Management to manage Windows and Linux Servers. All affected Configuration Management customers with active support contracts are eligible for the following migration options.

Date	Program Activity
Nov 1, 2007	Server Automation license migration program begins
Oct 31, 2008	Server Automation license migration program ends

Details of the migration options are as follows:

License migration
The license migration program provides customers with the following:

- Licenses for RfS Infrastructure components will be replaced with licenses for HP Server Automation Standard Core & HP Server Automation Satellite as required.

- Licenses for RfS Agents will be replaced with the functional equivalent HP Server Automation Agents. This will include OS provisioning, software provisioning, code deployment and rollback, and patch management only.

- RfS Server Virtual Management 5 and 10 Packs will be migrated to the functional equivalent HP Server Automation Agents.

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/managementsoftware/services

Please refer to attached Appendices A and B for Configuration Management definition of terms for product obsolescence and specific product numbers affected by this announcement, respectively.

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

Sincerely,

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Appendix A: Definitions
This product version obsolescence is governed 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/managementsoftware/support-lifecycle

Current Product Support
Current 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),

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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.

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

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Appendix B: Affected Configuration Management Product List

Product #	Description
T3328BA	HP CM App Mgr Server Software LTU
T3328BAE	HP CM App Mgr Server Software E-LTU
T3348BA	HP CM App Usage Mgr Server Software LTU
T3348BAE	HP CM App Usage Mgr Svr Software E-LTU
T3352BA	HP CM OS Mgr Server Software LTU
T3352BAE	HP CM OS Mgr Server Software E-LTU
T3356BA	HP CM Patch Mgr Server Software LTU
T3356BAE	HP CM Patch Mgr Server Software E-LTU
T3408BA	HP CM Ext for Win Instl Svr Software LTU
T3408BAE	HP CM Ext for Win Inst Sv Software E-LTU
T3826AA	HP CM Server v4 Radia Software Media
T3826BA	HP CM (Radia) v4 Server Software Media
T3826CA	HP Config Mgmt (Radia) v5 Software Media
T3936AA	HP CM Svr Vrtl Pack 5 Software LTU
T3936AAE	HP Sv Cfg Mgt Vrtl Pack 5 Software E-LTU
T3937AAE	HP Svr Cfg Mgt Vrtl Pk 10 Software E-LTU
T4854AA	HP CM Server Mgmt Suite SW LTU
T4854AAE	HP CM Server Mgmt Suite SW E-LTU