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Hewlett-Packard Company
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www.hp.com

HP Software Services   Dec 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 version discontinuance of HP Configuration Management (CM) versions 4.0x and 4.1x, effective as of the dates set forth below.

This letter is being sent to CM version 4.0x and 4.1x 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 CM versions 4.0x and 4.1x products. Please read below for key timelines and support options that are now available to you:

Date	Program Activity
Dec 1, 2007	Version Obsolescence announced
Mar 1, 2008	End of Sale (no longer orderable or available for purchase)
May 31, 2009	End of Support
May 31, 2011	End of Self-Help Support

Please note that all CM version 4.0x and 4.1x customers with active support contracts are eligible to upgrade to CM version 5.1 as a "1 for 1" license upgrade.

While the CM version 4.0x and 4.1x may continue to meet your immediate needs, HP recommends that all customers upgrade to CM version 5.1.

Please refer to attached Appendices A and B for CM version 4.0x and 4.1x definition of terms for product obsolescence and specific product numbers affected by this announcement, respectively.

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

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

Sincerely,

HP Software Services

Appendix A: 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.

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.

APPENDIX C– End of availability CM Product List

Product #	Description
T3321BA	HP OpenView AppMgr4 UNIX Dsktp-Radia LTU
T3749BA	HP OpenView AppMgr4UX Dsktp 1K-Radia LTU
T3325BA	HP AppMgr4 UNIX Svr 1-2 proc-Radia LTU
T3326BA	HP AppMgr4 UNIX Svr 3-8 proc-Radia LTU
T3327BA	HP AppMgr 4 UNIX Svr 8+ proc-Radia LTU
T3322BA	HPOV App Mgr v4 Win Dsktop-Radia LTU
T3478AA	HPOV App Mgr1K v4 Win Dsktop-Radia LTU
T3328BA	HPOV AppMgr 4 Win Svr 1-2 proc-Radia LTU
T3329BA	HPOV AppMgr 4 Win Svr 3-8 proc-Radia LTU
T3330BA	HPOV AppMgr 4 Win Svr gt8 proc-Radia LTU
T3335BA	HPOV SW Mgr v4 Win Dsktop-Radia LTU
T3482AA	HPOV SWMgr1K v4 Win Dsktop-Radia LTU
T3335BA	HPOV SW Mgr v4 Win Dsktop-Radia LTU
T3482AA	HPOV SWMgr1K v4 Win Dsktop-Radia LTU
T3334BA	Hp OpenView SWMgr4 UNIX Dsktp-Radia LTU
T3762BA	HP OpenView SWMgr4UX Dsktop 1K-Radia LTU
T3322BA	HPOV App Mgr v4 Win Dsktop-Radia LTU
T3335BA	HPOV SW Mgr v4 Win Dsktop-Radia LTU
T3337BA	HP OpenView InvMgr4 UNIX Dsktp-Radia LTU
T3765BA	HP OpenView InvMgr4UX Dsktp 1K-Radia LTU
T3341BA	HP InvMgr4 UNIX Svr 1-2 proc-Radia LTU
T3342BA	HP InvMgr4 UNIX Svr 3-8 proc-Radia LTU
T3343BA	HP InvMgr 4 UNIX Svr 8+ proc-Radia LTU
T3338BA	HPOV Inv Mgr v4 Win Dsktop-Radia LTU
T3483AA	HPOV Inv Mgr1K v4 Win Dsktop-Radia LTU
T3344BA	HPOV InvMgr 4 Win Svr 1-2 proc-Radia LTU

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T3345BA	HPOV InvMgr 4 Win Svr 3-8 proc-Radia LTU
T3346BA	HPOV InvMgr 4 WinSvr gt 8 proc-Radia LTU
T3347BA	HPOV UsgMgr v4 Win Dsktop-Radia LTU
T3479AA	HPOV UsgMgr1K v4 Win Dsktop-Radia LTU
T3348BA	HPOV UsgMgr 4 WinSvr 1-2 proc-Radia LTU
T3349BA	HPOV UsgMgr 4 WinSvr 3-8 proc-Radia LTU
T3350BA	HPOV UsgMgr 4 WinSvr gt 8 proc-Radia LTU
T3351BA	HPOV OS Mgr v4 Win Dsktop-Radia LTU
T3503AA	HPOV OSMgr1K v4 Win Dsktop-Radia LTU
T3352BA	HPOV OS Mgr 4 Win Svr 1-2 proc-Radia LTU
T3353BA	HPOV OS Mgr 4 Win Svr 3-8 proc-Radia LTU
T3354BA	HPOV OS Mgr 4 WinSvr gt 8 proc-Radia LTU
T3789AA	HP OpenView OSMgr4 UNIX Dsktp -Radia LTU
T3790AA	HP OpenView OSMgr4UNIXDsktp1K -Radia LTU
T3820AA	HP OSMgr 4 UNIX Svr 1-2 proc-Radia LTU
T3821AA	HP OSMgr 4 UNIX Svr 3-8 proc-Radia LTU
T3822AA	HP OSMgr 4 UNIX Svr 8+ proc-Radia LTU
T3812AA	HP OpenView Patch Mgr4Unix Dtp-Radia LTU
T3791AA	HP OpenView PatchMgr4UXDsktp1K-Radia LTU
T3813AA	HP OpenView PtchMgr4UnixSvr1-2p-Rdia LTU
T3814AA	HP OpenView PtchMgr4UnixSvr3-8p-Rdia LTU
T3815AA	HP OpenView PtchMgr4UnixSvr8+pr-Rdia LTU
T3355BA	HPOV Patch Mgr v4 Win Dsktop-Radia LTU
T3507AA	HPOV PatchMgr1K v4 Win Dsktop-Radia LTU
T3356BA	HPOV PatchMgr 4 WinSvr 1-2proc-Radia LTU
T3357BA	HPOV PatchMgr 4 WinSvr 3-8proc-Radia LTU
T3358BA	HPOV PatchMgr 4 WinSvr gt8proc-Radia LTU
T3793AA	HP OpenView MgmtSte4UNIXDsktp -Radia LTU
T3794AA	HP OpenView MgmtSte4UNIXDktp1K-Radia LTU
T3823AA	HP SvrMgtSuit4 UNIX 1-2 proc-Radia LTU
T3824AA	HP SvrMgtSuit4 UNIX 3-8 proc-Radia LTU
T3825AA	HP SvrMgtSuit4 UNIX 8+ proc-Radia LTU
T3359BA	HPOV desktop mgt suite 4 Win-Radia LTU
T3487AA	HPOV desktop mgt Ste1K 4 Win-Radia LTU
T3361BA	HPOV SvrMgtSuite4 Win 1-2 proc-Radia LTU
T3362BA	HPOV SvrMgtSuite4 Win 3-8 proc-Radia LTU
T3363BA	HPOV SvrMgtSuite4 Win gt8 proc-Radia LTU
T3367BA	HP OpenView DsktpMgmtBndl4 UNIX-Rdia LTU

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T3792BA	HP OpenView DsktpMgtBndl4UNIX1K-Rdia LTU
T3372BA	HP SvrMgtBndl4 UNIX 1-2 proc-Radia LTU
T3373BA	HP SvrMgtBndl4 UNIX 3-8 proc-Radia LTU
T3374BA	HP SvrMgtBndl4 UNIX 8+ proc-Radia LTU
T3368BA	HPOV Desktop Mgt Bndl 4 Win -Radia LTU
T3495AA	HPOV DesktpMgt Bndl1K 4 Win -Radia LTU
T3369BA	HPOV SvrMgtBndl 4 Win 1-2 proc-Radia LTU
T3370BA	HPOV SvrMgtBndl 4 Win 3-8 proc-Radia LTU
T3371BA	HPOV SvrMgtBndl 4 Win gt8 proc-Radia LTU
T3364BA	HPOV Dsktp AppMgmtPk v4 Win-Radia LTU
T3493AA	HPOV Dsktp AppMgtPk1K v4 Win-Radia LTU
T3365BA	HPOV Dsktp SWMgmtPk v4 Win-Radia LTU
T3494AA	HPOV Dsktp SWMgtPk1K v4 Win-Radia LTU
T3795AA	HP OpenView AppMgmtPk4UXDsktp -Radia LTU
T3796AA	HP OpenView SWMgmtPk4UNIXDsktp-Radia LTU
T3797AA	HP OpenView AppMgtPk4UXDsktp1K-Radia LTU
T3798AA	HP OpenView SWMgmtPk4UXDsktp1K-Radia LTU
T3412BA	HPOV Adapter for SNMP v4 -Radia LTU
T3413BA	HPOV Adapter for Remedy v4 -Radia LTU
T3409BA	HPOV Adapter for Tivoli v4 -Radia LTU
T3411BA	HPOV Adapter for MOM v4 -Radia LTU

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