



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

www.hp.com

HP Software Support June 1, 2007

HP Software Configuration Management and Enterprise Desktop Manager

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

Dear HP Software Customer,

Hewlett-Packard (HP) is announcing version obsolescence of Configuration Management (CM) V2/V3 and product discontinuance of Enterprise Desktop Manager (EDM), effective as of the dates set forth below.

This letter is being sent to CM V2/V3 and EDM 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 V2 and V3 and EDM products. Please read below for key timelines and support options that are now available to you:

Program Activity	Date for EDM	Date for CM V2/V3
Version Obsolescence and Product discontinuance	June 1, 2007	June 1, 2007
End of Sale (no longer orderable or available for purchase)	August 1, 2007	September 1, 2007
End of Support	November 30, 2008	November 30, 2008
End of Self-Help Support	Not Applicable	November 30, 2010

Please note that all CM V2/V3 customers with active support contracts are eligible to upgrade to CM V5 as a "1 for 1" license upgrade.

While the CM V2/V3 may continue to meet your immediate needs, HP recommends that all customers upgrade to CM v5.

Please refer to attached Appendices A, B and C for EDM and CM V2/V3 unsupported platforms, definition of terms for product obsolescence and specific product numbers affected by this announcement, respectively.



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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

HP once again wishes to thank you for choosing [Insert Jupiter prod name] as your preferred [insert type of solution (i.e. Network services management, system, mediation, etc)] 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: Unsupported Platforms

Product	Platform support withdrawn by Vendor
EDM and CM V2 and V3	AIX 5.1 and earlier MVS Solaris 7 and earlier HP-UX 11.11 and earlier HP-UX 11.22 (Itanium) and earlier Red Hat 9 and earlier Red Hat Advanced Server/Workstation and earlier Red Hat 2.1 ES and earlier SuSE Server 8 and earlier MS-DOS Microsoft Windows 3.x/95/98/NT4/ME all releases Microsoft Windows 2000 SP3 and earlier Microsoft Windows XP SP1 and earlier MAC OS 9 and earlier Novell 6.0
	Platforms not supported from Version 3 onward
	POS 4690 SCO UNIX Reliant IRIX Pocket PC (Windows CE) Palm OS Alpha

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/managementsoftware/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).

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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), 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.

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APPENDIX C– End of availability EDM and CM V2/V3 Product List

EDM	
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T3366AA	HP OpenView Ent Dsktp Mgr Upgrade LTU
T3458AA	HPOV EntDsktpMgr Staging Svr UX LTU
T3459AA	HPOV EntDsktpMgr Staging Svr Win LTU
T3460AA	HPOV Ent Dsktp mgr clnt for Win LTU
T3461AA	HPOV Ent Dsktp mgr clnt for Unix LTU
T3462AA	HPOV Ent Dsktp mgr clnt for OS2 LTU
T3463AA	HPOV Ent Dsktp mgr clnt for Mac LTU
T3464AA	HPOV EntDsktpMgr clnt Novell NetWare LTU
T3465AA	HPOV Ent Dsktp mgr clnt for OS4690 LTU
T3466AA	HPOV Ent Dsktp mgr clnt for IRIX LTU
T3467AA	HPOV EntDsktpMgr clnt for SCO OpnSvr LTU
T3468AA	HPOV Ent Dsktp Mgr config server LTU
T3469AA	HPOV Ent Dsktp Mgr administrator LTU
T3470AA	HPOV EntDsktpMgr Staging Svr Novell LTU
T3471AA	HP OV EDM media
T3481AA	HPOV Ent Dsktp Mgr Clearcase Adptr LTU
T3484AA	HPOV Packager for EDM LTU

Radia v2	
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T3430AA	HP OV upgrade V2-V3 media for Radia
T3431AA	HPOV App Mgr v2 UX -Radia LTU
T3432AA	HPOV App Mgr v2 Win -Radia LTU
T3433AA	HPOV App Mgr v2 Mac -Radia LTU
T3434AA	HPOV Staging Svr 2 UX-Radia LTU
T3435AA	HPOV SW Mgr v2 Win -Radia LTU
T3436AA	HPOV SW Mgr v2 Mac -Radia LTU
T3437AA	HPOV Adminstr v2 Japanese Win -Radia LTU
T3438AA	HPOV Inv Mgr v2 Win -Radia LTU
T3439AA	HPOV dual mode client v2 Win -Radia LTU
T3440AA	HPOV Config Svr v2 UX -Radia LTU
T3441AA	HPOV Config Svr v2 Win -Radia LTU
T3442AA	HPOV Administrator v2 UX -Radia LTU
T3443AA	HPOV Administrator v2 Win -Radia LTU
T3444AA	HPOV Staging Svr 2 Win-Radia LTU
T3445AA	HPOV Staging Svr 2 Novell-Radia LTU
T3446AA	HPOV Multicst Svr 2 UX -Radia LTU
T3447AA	HPOV Multicst Svr 2 Win -Radia LTU
T3448AA	HPOV Policy mgr v2 -Radia LTU
T3450AA	HPOV Auto Publshng adptr v2 -Radia LTU
T3451AA	HPOV SSL adptr v2 -Radia LTU
T3452AA	HPOV DMA v2 -Radia LTU

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T3453AA	HPOV Adapter for SNMP v2 -Radia LTU
T3454AA	HPOV Adapter for Remedy v2 -Radia LTU
T3455AA	HPOV Adapter for Tivoli v2 -Radia LTU
T3456AA	HPOV Adapter for SMTP v2 -Radia LTU
T3472AA	HP OV app-infrastruct media V2 -Radia
T3473AA	HP OV dual mode media V2 -Radia
T3474AA	HP OV Mgt Adapters media v2 -Radia
T3475AA	HP OV mgt adptr for SSL media v2 -Radia
T3476AA	HP OV mgt ext media v2 -Radia
T3477AA	HP OV app-inf media V2 Japanese -Radia
T3480AA	HPOV Push Manager v2 -Radia LTU
T3485AA	HPOV Adapter for PVCS v2 -Radia LTU
T3486AA	HPOV Extensions for EDM v2- Radia LTU
T3490AA	HPOV App Mgr v2 Japanese Win -Radia LTU
T3491AA	HPOV SW Mgr v2 Japanese Win -Radia LTU
Radia V3	
T3321AA	HPOV App Mgr V3 UX Dsktop-Radia LTU
T3322AA	HPOV AppMgr1K V3 UX Dsktop-Radia LTU
T3323AA	HPOV App Mgr 3 UX Svr 1-2 proc-Radia LTU
T3324AA	HPOV App Mgr 3 UX Svr 3-8 proc-Radia LTU
T3325AA	HPOV AppMgr 3 UX Svr gt 8 proc-Radia LTU
T3326AA	HPOV App Mgr V3 Win Dsktop-Radia LTU
T3327AA	HPOV AppMgr 3 Win Svr 1-2 proc-Radia LTU
T3328AA	HPOV AppMgr 3 Win Svr 3-8 proc-Radia LTU
T3329AA	HPOV AppMgr 3 Win Svr gt8 proc-Radia LTU
T3330AA	HPOV App Mgr V3 Mac Dsktop-Radia LTU
T3331AA	HPOV AppMgr1K V3 Mac Dsktop-Radia LTU
T3332AA	HPOV App Mgr 3 WinCE PDAs-Radia LTU
T3333AA	HPOV AppMgr1K 3 WinCE PDAs-Radia LTU
T3334AA	HPOV AppMgr3 NovellSvr 1-2proc-Radia LTU
T3335AA	HPOV AppMgr3 NovellSvr 3-8proc-Radia LTU
T3336AA	HPOV AppMgr3 NovellSvr gt8 proc-RadiaLTU
T3337AA	HPOV AppMgr 3 Reliant Desktop-Radia LTU
T3338AA	HPOV AppMgr1K 3 Reliant Dsktp-Radia LTU
T3339AA	HPOV SW Mgr V3 Win Dsktop-Radia LTU
T3340AA	HPOV SW Mgr V3 Mac Dsktop-Radia LTU
T3341AA	HPOV SWMgr1K V3 Mac Dsktop-Radia LTU
T3342AA	HPOV SW Mgr V3 UX Dsktop-Radia LTU
T3343AA	HPOV SW Mgr1K V3 UX Dsktop-Radia LTU
T3344AA	HPOV Inv Mgr V3 UX Dsktop-Radia LTU
T3345AA	HPOV InvMgr1K V3 UX Dsktop-Radia LTU

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T3346AA	HPOV Inv Mgr 3 UX Svr 1-2 proc-Radia LTU
T3347AA	HPOV Inv Mgr 3 UX Svr 3-8 proc-Radia LTU
T3348AA	HPOV InvMgr 3 UX Svr gt 8 proc-Radia LTU
T3349AA	HPOV Inv Mgr V3 Win Dsktop-Radia LTU
T3350AA	HPOV InvMgr 3 Win Svr 1-2 proc-Radia LTU
T3351AA	HPOV InvMgr 3 Win Svr 3-8 proc-Radia LTU
T3352AA	HPOV InvMgr 3 WinSvr gt 8 proc-Radia LTU
T3353AA	HPOV Inv Mgr 3 WinCE,Palm PDAs-Radia LTU
T3354AA	HPOV InvMgr1K 3 WinCE,Palm PDA-Radia LTU
T3355AA	HPOV UsgMgr V3 Win Dsktop-Radia LTU
T3356AA	HPOV UsgMgr 3 Win Svr 1-2 proc-Radia LTU
T3357AA	HPOV UsgMgr 3 WinSvr 3-8 proc-Radia LTU
T3358AA	HPOV UsgMgr 3 WinSvr gt 8 proc-Radia LTU
T3359AA	HPOV OS Mgr V3 Win Dsktop-Radia LTU
T3360AA	HPOV OS Mgr 3 Win Svr 1-2 proc-Radia LTU
T3361AA	HPOV OS Mgr 3 Win Svr 3-8 proc-Radia LTU
T3362AA	HPOV OS Mgr 3 WinSvr gt 8 proc-Radia LTU
T3363AA	HPOV Patch Mgr V3 Win Dsktop-Radia LTU
T3364AA	HPOV PatchMgr 3 WinSvr 1-2proc-Radia LTU
T3365AA	HPOV PatchMgr 3 WinSvr 3-8proc-Radia LTU
T3367AA	HPOV PatchMgr 3 WinSvr gt8proc-Radia LTU
T3368AA	HPOV desktop mgt suite 3 Win-Radia LTU
T3369AA	HPOV SvrMgtSuite3 Win 1-2 proc-Radia LTU
T3370AA	HPOV SvrMgtSuite3 Win 3-8 proc-Radia LTU
T3371AA	HPOV SvrMgtSuite3 Win gt8 proc-Radia LTU
T3372AA	HPOV PDA management suite V3-Radia LTU
T3373AA	HPOV PDA Mgmt Suite1K V3-Radia LTU
T3374AA	HPOV Dsktp AppMgmtPk v3 Win-Radia LTU
T3375AA	HPOV Dsktp AppMgtPk1K v3 Win-Radia LTU
T3376AA	HPOV Dsktp SWMgmtPk v3 Win-Radia LTU
T3377AA	HPOV Dsktp SWMgtPk1K v3 Win-Radia LTU
T3378AA	HPOV Desktop Mgt Bndl 3 UX -Radia LTU
T3379AA	HPOV Desktop Mgt Bndl 1K 3 UX -Radia LTU
T3381AA	HPOV SvrMgt Bndl 3 UX 1-2 proc-Radia LTU
T3382AA	HPOV SvrMgt Bndl 3 UX 3-8 proc-Radia LTU
T3383AA	HPOV SvrMgt Bndl 3 UX gt8 proc-Radia LTU
T3384AA	HPOV Desktop Mgt Bndl 3 Win -Radia LTU
T3385AA	HPOV SvrMgtBndl 3 Win 1-2 proc-Radia LTU
T3386AA	HPOV SvrMgtBndl 3 Win 3-8 proc-Radia LTU
T3387AA	HPOV SvrMgtBndl 3 Win gt8 proc-Radia LTU

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T3388AA	HPOV Inf&Ext base pack V3-Radia LTU
T3389AA	HPOV Inf&Ext add-on pack V3-Radia LTU
T3390AA	HPOV Inf&Ext upgrd to pkg V3-Radia LTU
T3391AA	HPOV Admin Wrkstn v3 MAC-Radia LTU
T3392AA	HPOV Staging Svr 3 Novell-Radia LTU
T3393AA	HPOV MgmtPortal 3 UX desktops-Radia LTU
T3394AA	HPOV Policy Svr 3 UX desktops-Radia LTU
T3395AA	HPOV Mgmt Portal 3 UX servers-Radia LTU
T3396AA	HPOV Policy Svr 3 UX servers-Radia LTU
T3397AA	HPOV Staging Svr 3 UX-Radia LTU
T3398AA	HPOV Proxy Svr 3 UX-Radia LTU
T3399AA	HPOV Admin Wrkstn v3 UX-Radia LTU
T3400AA	HPOV Dist Config Svr v3 UX-Radia LTU
T3401AA	HPOV Config Svr v3 UX-Radia LTU
T3402AA	HPOV MgmtPortal 3 WinDsktp/PDA-Radia LTU
T3403AA	HPOV PolicySvr 3 WinDsktp/PDA-Radia LTU
T3404AA	HPOV MgmtPortal 3 Win servers-Radia LTU
T3405AA	HPOV Policy Svr 3 Win servers-Radia LTU
T3406AA	HPOV Staging Svr 3 Win-Radia LTU
T3407AA	HPOV Proxy Svr 3 Win-Radia LTU
T3408AA	HPOV Admin Wrkstn v3 Win-Radia LTU
T3409AA	HPOV Dist Config Svr v3 Win-Radia LTU
T3411AA	HPOV Config Svr v3 Win-Radia LTU
T3412AA	HPOV Adapter for publishng v3 -Radia LTU
T3413AA	HPOV SSL Adptr 3 UX desktops-Radia LTU
T3414AA	HPOV SSLAdptr1K 3 UX desktops-Radia LTU
T3415AA	HPOV SSL Adptr 3 UX servers-Radia LTU
T3421AA	HPOV SSLAdptr1K 3 UX Svrs-Radia LTU
T3422AA	HPOV SSL Adptr 3 WinDsktp/PDA-Radia LTU
T3423AA	HPOV SSLAdptr1K 3 WinDsktp/PDA-Radia LTU
T3424AA	HPOV SSL Adptr 3 Win servers-Radia LTU
T3425AA	HPOV SSLAdptr1K 3 Win servers-Radia LTU
T3426AA	HPOV Multicst Svr 3 UX dsktop-Radia LTU
T3427AA	HPOV MulticstSvr1K 3 UX dsktop-Radia LTU
T3428AA	HPOV MulticstSvr 3 UX servers-Radia LTU
T3501AA	HPOV MulticstSvr1K 3 UX Svrs-Radia LTU
T3502AA	HPOV MulticstSvr 3 WinDsktp/PDA-Radia LTU
T3749AA	HPOV MulticstSvr1K 3 WinDtp/PDA-Radia LTU
T3751AA	HPOV MulticstSvr 3 Win svr-Radia LTU
T3752AA	HPOV MulticstSvr1K 3 Win svr-Radia LTU
T3762AA	HPOV Adapter for SNMP v3 -Radia LTU

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T3765AA	HPOV Adapter for Tivoli v3 -Radia LTU
T3767AA	HPOV Adapter for MOM v3 -Radia LTU
T3768AA	HPOV Adapter for SMS v3 -Radia LTU
T3788AA	HPOV ExtWinInstl3 WinDsktp/PDA-Radia LTU
T3792AA	HPOV ExtWnInst1K 3 WinDktp/PDA-Radia LTU
T3800AA	HPOV Ext WinInstlr 3 Win svrs-Radia LTU
T3801AA	HPOV ExtWinInstlr1K 3 Win svrs-Radia LTU
T3802AA	HP OV app-infrastruct media V3 -Radia
T3803AA	HP OV Mgt Adapters media v3 -Radia
T3804AA	HP OV ext for Win instlr media V3 -Radia
T3805AA	HP OV Patch-Usage-OS mgr media v3 -Radia
T3806AA	HP OV ext for Miramar media V3 -Radia
T3807AA	HP OV App Mgr for Novell media v3-Radia
T3808AA	HP OV App Mgr for Reliant media v3-Radia
T3809AA	HP OV manual kit v3 -Radia

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