



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

[www.hp.com](http://www.hp.com)

HP Software Services April 1, 2010

## Connect It

[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 for Connect It versions 3.5x, 3.6x, 3.7x, 3.80 and 3.90. We are also discontinuing support for the connectors listed below.

HP Connect-It Connector for WINPark Actima (both User and Server)
HP Connect-It Connector for WINPark Actima User to Server Upgrade
HP Connect-It Connector for LANAuditor Inventory (both User and Server)
HP Connect-It Connector for LANAuditor Inventory User to Server Upgrade
HP Connect-It Connector for Tangram Asset Insight (both User and Server)
HP Connect-It Connector for Tangram Asset Insight User to Server Upgrade

These actions will be effective as of the dates set forth below.

This letter is being sent to Connect It support customers worldwide, to inform you of our end of sales and 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 the future strategy for your Connect It products. Please read below for key timelines and support options that are now available to you:

Date	Program Activity
April 1, 2010	Product discontinuance announced
June 1, 2010	End of sale
March 31, 2012	End of Support
March 31, 2014	End of Self-Help Support

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

While the Connect It versions 3.5x, 3.6x, 3.7x, 3.80 and 3.90 may continue to meet your immediate needs, HP recommends that all customers upgrade to Connect It version 4.1.

### 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. When providing information, please include your name, country, phone number, company name, product number and your HP Service Agreement ID or HP System Handle.



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

[www.hp.com](http://www.hp.com)

April 1, 2010

Page 2

In addition, for technical assistance and information, please visit Software Support Online:  
[www.hp.com/go/hpsoftwaresupport](http://www.hp.com/go/hpsoftwaresupport)

HP once again wishes to thank you for choosing Connect It 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 4.3 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](http://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.

© Copyright 2010 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

For more information, go to [www.hp.com/go/software](http://www.hp.com/go/software)



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

[www.hp.com](http://www.hp.com)

April 1, 2010

Page 3

#### Appendix B – End of availability Connect It Product List

Product Number	Description
T4500AA	HP Connect-It 3.6 SW Media
T4500BA	HP Connect-It 3.6.1 Software Media
T4500CA	HP Connect-It 3.70 SW Media
T4500CAE	HP Connect-It 3.70 SW E-Media
T4500DA	HP Connect-It 3.80 SW Media
T4500DAE	HP Connect-It 3.80 SW E-Media
T4500FA	HP Connect-It 3.90 SW Media
T4500FAE	HP Connect-It 3.90 SW E-Media

#### Appendix C – List of connectors for which we are discontinuing support

Product Number	Description
T4527AA	HP Connector for WINPark Actima User software LTU
T4527AAE	HP Connector for WINPark Actima User software E-LTU
T4528AA	HP Connector for WINPark Actima Server software LTU
T4528AAE	HP Connector for WINPark Actima Server software E-LTU
T9543AA	HP Cnct Usr to Svr Upgrd WinPar SW LTU
T9543AAE	HP Cnct Usr to Svr Upgrd WinPar SW E-LTU
T4535AA	HP Connector for LANAuditor iInventory User software LTU
T4535AAE	HP Connector for LANAuditor iInventory User software E-LTU
T4536AA	HP Connector for LANAuditor iInventory Server software LTU
T4536AAE	HP Connector for LANAuditor iInventory Server software E-LTU
T9547AA	HP Cnct Usr to Svr Upgrd LANAud SW LTU
T9547AAE	HP Cnct Usr to Svr Upgrd LANAud SW E-LTU
T4519AA	HP Connector for Tangram Asset Insight User software LTU
T4519AAE	HP Connector for Tangram Asset Insight User software E-LTU
T4520AA	HP Connector for Tangram Asset Insight Server software LTU
T4520AAE	HP Connector for Tangram Asset Insight Server software E-LTU
T9539AA	HP Cnct Usr to Svr Upgrd TAI SW LTU
T9539AAE	HP Cnct Usr to Svr Upgrd TAI SW E-LTU

© Copyright 2010 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

For more information, go to [www.hp.com/go/software](http://www.hp.com/go/software)