



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

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

HP Software Services August 15, 2008

## Configuration Value Pack 3.1

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

Dear HP Software Customer,

Hewlett-Packard (HP) is announcing product discontinuance of Configuration Value Pack (CVP) 3.1 effective as of the dates set forth below.

This letter is being sent to CVP 3.1 support customers worldwide, to inform you of our end of availability 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 your future strategy for your CVP 3.1 products. Please read below for key timelines and support options that are now available to you:

Date	Program Activity
Mid August, 2008	Product Discontinuance Customer notification
September 1, 2008	End of Sale
Customer Support Contract Expiration date	End of Support

### HP Software Configuration Value Pack Support Changes

The HP contract with blue elephant systems (bes) for Configuration Value Pack 3.1 will be terminated on September 1, 2008. HP customers will continue to contact HP for their support for CVP 3.1 until their Support Contract expires. After contract expiration, blue elephant systems (bes) will offer support based on similar terms and conditions that the customers have in their existing support contract.

Optionally, customers can migrate their licenses and support to bes branded software (MIDAS Configurator) and use direct support from bes at any convenient time between September 1, 2008 and their Support Contract expiration date.

Prior to the expiration of the HP Support Contract, customers must migrate their licenses and their current Support Contract to bes.

For more details on bes support contact [www.blue-elephant-systems.com/CVP-Migration](http://www.blue-elephant-systems.com/CVP-Migration) .

Support calls may be logged at [support@blue-elephant-systems.com](mailto:support@blue-elephant-systems.com) .

After September 1, 2008, requests for license keys and support renewals should be made directly to [support@blue-elephant-systems.com](mailto:support@blue-elephant-systems.com) .



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Please refer to attached Appendices A and B for CVP 3.1 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/managementsoftware/services](http://www.hp.com/managementsoftware/services)

HP once again wishes to thank you for choosing Configuration Value Pack 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

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08/2008.



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## Appendix A: Definitions

### 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.

### 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.

## Appendix B: End of availability CVP 3.1 Product List

Product #	Description
BB163AA	HP Ops Mgr UNIX Config VP Software LTU
BB163AAE	HP Ops Mgr UNIX Config VP Software E-LTU

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