

Hewlett-Packard Company
3000 Hanover Street
Palo Alto, CA 94304

hp.com



October 4, 2013

Addressee's Name
Addressee's Title
Company Name
Street Address
City, State ZIP

Dear HP Software Customer,

Hewlett-Packard (HP) is announcing product obsolescence of Data Center Infrastructure Management All Versions effective as of the dates set forth below.

This letter is for Data Center Infrastructure Management 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 Data Center Infrastructure Management products. Please read below for key timelines and support options that are now available to you:

Date	Program Activity
November 1, 2013	Product discontinuance announced
January 1, 2014	End of sale (no longer orderable or available for purchase)
January 31, 2015	End of Support for versions 1.0x & 2.0 End of Committed Support for version 2.1x
January 31, 2017	End of Extended Support for version 2.1x

Please note that all Data Center Infrastructure Management customers with active support contracts are eligible to move their contracts over to Avocent Products and Services organization at the following contact information:

Avocent Products and Services
4991 Corporate Drive
Huntsville, AL 35805
United States
Tel: 1.888.793.8763
Tel: 1.800.342.9022
Fax: 1.256.430.4030

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For more information, go to hp.com/go/software

November 1, 2013

While these Data Center Infrastructure Management All versions may continue to meet your immediate needs, HP recommends that all customers upgrade to the support Avocent Products and Services organization will provide.

Please refer to attached Appendix A for definition of terms for product obsolescence and Appendix B for the list of affected Data Center Infrastructure Management All Versions product numbers.

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: hp.com/go/hpsoftwaresupport

HP once again wishes to thank you for choosing Data Center Infrastructure Management All Versions. 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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APPENDIX A: Definitions

This product version obsolescence is covered by version 4.4 of the HP Software Release & Support policy. Definitions of terms are provided by the HP Software product version obsolescence documented at:

hp.com/go/hpssoftwaresupport/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 is 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.

APPENDIX B: Affected Product SKUs

SKU	Product Description
T9478AAE	HP DCIM Standard 1Ksqft SW E-LTU
T9479AAE	HP DCIM Full 1Ksqft SW E-LTU
T9480AAE	HP DCIM Standard 100sqm SW E-LTU

T9481AAE	HP DCIM Full 100sqm SW E-LTU
T9482AAE	HP DCIM Upg 1Ksqft SW E-LTU
T9483AAE	HP DCIM Upg 100sqm SW E-LTU
T9477AA	HP DCIM 1.00 Eng SW Media
T9477AAE	HP DCIM 1.00 Eng SW E-Media
T9477BA	HP DCIM 2.0 Eng SW Media
T9477BAE	HP DCIM 2.0 Eng SW E-Media
T9477CA	HP DCIM 2.10 Eng SW Media
T9477CAE	HP DCIM 2.10 Eng SW E-Media