

Hewlett-Packard Company  
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[hp.com](http://hp.com)



July 1, 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 HP Discovery and Dependency Mapping effective as of the dates set forth below.

This letter is for HP Discovery and Dependency Mapping 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 HP Discovery and Dependency Mapping products. Please read below for key timelines and support options that are now available to you:

Date	Program Activity
July 1, 2013	Product discontinuance announced
September 1, 2013	End of sale (no longer orderable or available for purchase)
December 31, 2014	End of Committed Support for version 9.0x
December 31, 2016	End of Extended Support for version 9.0x

Please note that all HP Discovery and Dependency Mapping Advanced Edition customers with active support contracts are eligible to migrate to HP Universal Discovery. If you are an HP Discovery and Dependency Mapping Standard Edition customer with an active support contract, you are eligible to purchase an upgrade to HP Universal Discovery.

HP Universal Discovery (UD) is a comprehensive solution with a foundation that is based on the UCMDB/Discovery and Dependency Mapping Advanced Edition (DDMA) architecture. UD unifies agent, agentless and passive technologies to provide end-to-end IT visibility through a single product deployment to support inventory and data center discovery. The new unified discovery engine allows customers to easily gather detailed CI information for

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specific servers and the applications running on them, as well as inventory and software utilization information, providing an accurate picture of your IT environment, including mainframe and virtual systems. HP Universal Discovery is committed to improving administrative capabilities, creating efficiencies, and reducing costs.

While HP Discovery and Dependency Mapping may continue to meet your immediate needs, HP recommends that all customers migrate to HP Universal Discovery.

Please refer to attached Appendix A for definition of terms for product obsolescence and Appendix B for the list of affected HP Discovery and Dependency Mapping 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/hpssoftwaresupport](http://hp.com/go/hpssoftwaresupport)

HP once again wishes to thank you for choosing HP Discovery and Dependency Mapping. 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](http://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.

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.

### APPENDIX B: Affected Product SKUs

SKU	Product Description
T5684BA	HP DDM AE 1-500 CPU SW LTU
T5684BAE	HP DDM AE 1-500 CPU SW E-LTU
T5685BA	HP DDM AE 501-1000 CPU SW LTU
T5686BA	HP DDM AE 1001+ CPU SW LTU
T5686BAE	HP DDM AE 1001+ CPU SW E-LTU
T5685BAE	HP DDM AE 501-1000 CPU SW E-LTU
TB703AA	HP DDM Advanced OS Instance SW LTU
TB703AAE	HP DDM Advanced OS Instance SW E-LTU
T5695AA	HP Upgd DDM SE-AE 1-500 CPU SW LTU
T5695AAE	HP Upgd DDM SE-AE 1-500 CPU SW E-LTU
T5687AA	HP Appl Mapping Remote Disc Probe SW LTU
T5696AA	HP Upgd DDM SE-AE 501-1000 CPU SW LTU
T5696AAE	HP Upgd DDM SE-AE 501-1000 CPU SW E-LTU
T5697AA	HP Upgd DDM SE-AE 1000+ CPU SW LTU
T5697AAE	HP Upgd DDM SE-AE 1000+ CPU SW E-LTU
T9268AA	HP upg ED to DDM SE 1-500 CPU SW LTU
T9268AAE	HP upg ED to DDM SE 1-500 CPU SW E-LTU
T9269AA	HP upg ED to DDM SE 501-1K CPU SW LTU
T9269AAE	HP upg ED to DDM SE 501-1K CPU SW E-LTU
T9270AA	HP upg ED to DDM SE 1001+ CPU SW LTU
T9270AAE	HP upg ED to DDM SE 1001+ CPU SW E-LTU
T9271AA	HP upg ED to DDM AE 1-500 CPU SW LTU

T9271AAE	HP upg ED to DDM AE 1-500 CPU SW E-LTU
T9272AA	HP upg ED to DDM AE 501-1K CPU SW LTU
T9272AAE	HP upg ED to DDM AE 501-1K CPU SW E-LTU
T9273AA	HP upg ED to DDM AE 1001+ CPU SW LTU
T9273AAE	HP upg ED to DDM AE 1001+ CPU SW E-LTU
T9619AAE	HP AE DDM 1001+ CPU 3mo SW E-LTU
T9619AA	HP DDM AE 1001+ CPU 3mo SW LTU
T9618AAE	HP DDM AE 501-1000 CPU 3mo SW E-LTU
T9618AA	HP DDM AE 501-1000 CPU 3mo SW LTU
T9617AAE	HP DDM AE 1-500 CPU 3mo SW E-LTU
T9617AA	HP DDM AE 1-500 CPU 3mo SW LTU
TA174AAE	HP DDM AE 501-1000 CPU 6mo SW E-LTU
TA175AA	HP DDM AE 1001+ CPU 6mo SW LTU
TA175AAE	HP AE DDM 1001+ CPU 6mo SW E-LTU
TA173AA	HP DDM AE 1-500 CPU 6mo SW LTU
TA173AAE	HP DDM AE 1-500 CPU 6mo SW E-LTU
TA174AA	HP DDM AE 501-1000 CPU 6mo SW LTU
TA631AA	HP DDM AE Mainframe Agent SW LTU
TA631AAE	HP DDM AE Mainframe Agent SW E-LTU
TA997AA	HP DDM AE Mainf Agent 1.0 Eng SW Media
TA997AAE	HP DDM AE Mainf Agent 1.0 Eng SW E-Media
TB707AA	HP DDM Upg ED to DDM SE OSI SW LTU
TB707AAE	HP DDM Upg ED to DDM SE OSI SW E-LTU
TB709AA	HP DDM AE OS Instance 3 Months SW LTU
TB709AAE	HP DDM AE OS Instance 3 Months SW E-LTU
TB710AA	HP DDM AE OS Instance 6 Months SW LTU
TB710AAE	HP DDM AE OS Instance 6 Months SW E-LTU
TB705AA	HP DDM Upg from SE to AE OSI SW LTU
TB705AAE	HP DDM Upg from SE to AE OSI SW E-LTU
TB706AA	HP DDM Upg ED to DDM AE OSI SW LTU
TB706AAE	HP DDM Upg ED to DDM AE OSI SW E-LTU
TB704AA	HP DDM Standard OS Instance SW LTU
TB704AAE	HP DDM Standard OS Instance SW E-LTU
T5692BA	HP DDM SE 1-500 CPU SW LTU

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T5692BAE	HP DDM SE 1-500 CPU SW E-LTU
T5693BA	HP DDM SE 501-1000 CPU SW LTU
T5693BAE	HP DDM SE 501-1000 CPU SW E-LTU
T5694BA	HP DDM SE 1001+ CPU SW LTU
T5694BAE	HP DDM SE 1001+ CPU SW E-LTU

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