

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

hp.com



December 1, 2013

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

Dear HP Software Customer,

This letter is for HP Data Protector Support customers worldwide, to inform you of our end of support plans.

On June 11th, 2013 Hewlett-Packard (HP) released Data Protector Version 8 which takes scalability and performance to a new level with the ability to protect up to 1 trillion unique file names and run up to 100,000 sessions per day across thousands of clients. In compliance with HP software obsolescence policy we are announcing version discontinuance of HP Data Protector & Media Operation version 6.2 effective as of the dates set forth below.

End of Sale / End of Support

HP is committed to providing the highest level of customer care to you while you plan your upgrade for your HP Data Protector products. Please read below for key timelines and support options that are now available to you:

Date	Program Activity
December 1, 2013	Product discontinuance announced
April 1, 2014	End of sale (no longer orderable or available for purchase)
December 31, 2014	End of Support for HP Data Protector v. 6.2
December 31, 2016	End of Self-Help Support HP Data Protector v. 6.2

Please note that all HP Data Protector Customers with active support contracts are eligible to update to HP Data Protector v. 8.0. Customers who want to continue to use HP Data Protector Media Operations should upgrade to HP Data Protector v. 7.0 and HP Data Protector Media Operations v. 7.0

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January 01, 2014

Customers upgrading from Data Protector 6.2 using Solaris as cell manager platform should review the section "Migrating from Solaris to Linux" in the HP Data Protector 8.00 Installation and Licensing Guide, on page 161 for details prior to the actual migration.

While HP Data Protector 6.2 may continue to meet your immediate needs, HP recommends that all customers upgrade to the current version in order to realize the additional benefits provided in version 8.0 and to stay current with support. As always, HP is committed to providing the highest level of customer care and will continue to support HP Data Protector 6.2 in alignment with the above timeline and in accordance with HP Software policy. We will be glad to answer any questions you have regarding the transition.

Please refer to attached Appendix A for definition of terms for product obsolescence and Appendix B for the list of affected HP Data Protector v. 6.2 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 HP Data Protector to meet your backup and recovery needs. 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/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 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.

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.

APPENDIX B: Affected Product SKUs

SKU	Product Description
TD586AA	HP Data Protector 6.20 English SW Media
TD586AAE	HP Data Protect. 6.20 English SW E-Media
TD586AF	HP Data Protector 6.20 French SW Media
TD586AFE	HP Data Protector 6.20 French SW E-Media
TD586AJ	HP Data Protector 6.20 Japanese SW Media
TD586AJE	HP Data Protector 6.20 Japanese SW E-Media
TD586AS	HP DP 6.20 Simplified Chinese SW Media
TD586ASE	HP DP 6.20 Simplified Chinese SW E-Media
TD587AA	HP DP Media Operations 6.20 SW Media
TD587AAE	HP DP Media Operations 6.20 SW E-Media