



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

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

HP Support July 01, 2010

## HP Data Protector & Media Operations

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

Dear Hewlett-Packard Data Protector & Media Operations 6.0 customer:

On September 30, 2009 HP released Data Protector & Media Operations software version 6.11, which includes enhanced protection for virtualized environments and Microsoft applications. In compliance with HP software obsolescence policy, we are announcing end of support dates for HP Data Protector & Media Operations version 6.0.

Product support for version 6.0 will end on June 30<sup>th</sup>, 2011. Self-Help support will end on June 30<sup>th</sup>, 2013. All HP Data Protector & Media Operations 6.0 customers with active support contracts are eligible to receive software licenses for HP Data Protector & Media Operations 6.11.

We are pleased that Data Protector & Media Operations 6.0 meets your current data protection needs. However, HP recommends that all customers upgrade to the current version in order to realize the additional benefits provided in version 6.11 and stay current with support. As always, HP is committed to providing the highest level of customer care, and we will be glad to answer any questions you have regarding the transition.

The end of support schedule is summarized below. For an overview of product obsolescence terms, please refer to Appendices (A and B).

### HP Data Protector & Media Operations Software 6.0 End of Support

Date	Program Activity
July 01, 2010	Product discontinuance announced
June 30, 2011	End of Support for HP Data Protector & Media Operations 6.0
June 30, 2013	End of Self-Help Support for HP Data Protector & Media Operations 6.0

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### HP Professional Services

HP Software Professional Services (PS) offers a comprehensive suite of Data Protection Services to assist you in the planning and execution of your HP backup solution upgrade.

Customers may choose either Backup & Recovery Services, which are tailored to specific needs, or Fast Track Services, which features a menu of scalable and pre-defined service engagement options.

Backup & Recovery Solution services for Data Protector and Data Protector Notebook Extension help ensure a successful Backup & Recovery implementation, improve the productivity of your technical staff and allow your IT resources to stay focused on their core tasks and business priorities.

For more information, contact your HP representative or consult with your HP Software Information Management Account Team to determine the most appropriate service for your specific



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requirements. You may contact HP Software Professional Services directly for more information or for custom services quotes at:

IMServices.EMEA@hp.com  
IMServices.Americas@hp.com  
IMServices.APJ@hp.com

Or on the Web at: [www.hp.com/go/IMDMprofessionalservices](http://www.hp.com/go/IMDMprofessionalservices)

#### **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. In addition to your name, company, phone number, and address, please be prepared to provide your product number and your HP Service Agreement ID or HP System Handle.

You may also visit 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 HP Data Protector as your preferred backup and recovery solution. We appreciate your business and look forward to continuing to serve your needs in 2010.

Sincerely,

HP Support

#### **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.

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

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Version Maturity may apply to specific versions of HP Software 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.

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.

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