



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

www.hp.com

HP Software Services November 21, 2007

HP Get-Services for ServiceCenter(SC) Base, HP Get-Services for SC Change, HP Get-Resources for SC, HP Get-Answers Process User,
HP Get-Answers for SC ESS User

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

Dear HP Software Customer,

Hewlett-Packard (HP) is announcing the product discontinuance of HP Get-Services for ServiceCenter(SC) Base, HP Get-Services for SC Change, HP Get-Resources for SC, HP Get-Answers Process User, and HP Get-Answers for SC ESS User (versions 1.x through 4.2.x), effective as of the dates set forth below.

This letter is being sent to HP Get-Services for SC Base, HP Get-Services for SC Change, HP Get-Resources for SC, HP Get-Answers Process User, and HP Get-Answers for SC ESS User (versions 1.x through 4.2.x) support customers worldwide, to inform you of the 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 Get-Services for SC Base, HP Get-Services for SC Change, HP Get-Resources for SC, HP Get-Answers Process User, and HP Get-Answers for SC ESS User products. Please read below for key timelines and support options that are now available to you:

Date	Program Activity
November 21, 2007	Product discontinuance announced
January 1, 2009	End of Sale (no longer orderable or available for purchase)
December 31, 2009	End of Support
December 31, 2011	End of Self-Help Support

Please note that all HP Get-Services for SC Base, HP Get-Services for SC Change, HP Get-Resources for SC, HP Get-Answers Process User, and HP Get-Answers for SC ESS User (versions 1.x through 4.2.x) customers with active support contracts are eligible to migrate to the successor products in HP ServiceCenter 6.2.x or HP Service Manager 7.00 via a license exchange. Please contact your local HP sales representative or HP software business partner for more information about the migration and the successor products in HP ServiceCenter 6.2.x or HP Service Manager 7.00.

While the HP Get-Services for SC Base, HP Get-Services for SC Change, HP Get-Resources for SC, HP Get-Answers Process User, or HP Get-Answers for SC ESS User may continue to meet your immediate needs, HP recommends that all customers upgrade to HP ServiceCenter 6.2.x or migrate to HP Service Manager 7.00.



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Please refer to attached Appendices A and B for HP Get-Services for SC Base, HP Get-Services for SC Change, HP Get-Resources for SC, HP Get-Answers Process User, and HP Get-Answers for SC ESS User 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/go/hpsoftwaresupport

HP once again wishes to thank you for choosing HP Get-Services for ServiceCenter(SC) Base, HP Get-Services for SC Change, HP Get-Resources for SC, HP Get-Answers Process User, and HP Get-Answers for SC ESS User as your preferred management 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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Appendix A: Definitions

This product version obsolescence is covered by version 4.2 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

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 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.

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

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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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Appendix B– End of availability of HP Get-Answers, Get-Resources for ServiceCenter & Get-Services Product List

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Product #	Description
T4465AA	HP Get-Services 4.2 Media
T4466AA	HP Get-Answers 4.2 Software Media
T4467AA	HP Get-Resources 4.2 Software Media
T4468AA	HP Get-Svcs for SCBase 100+/100 LTU
T4469AA	HP Get-Svcs for SCBase 5,100+/100 LTU
T4470AA	HP Get-Svcs for SCBase 10,100+/100 LTU
T4471AA	HP Get-Svcs for SCBase 25,100+/100 LTU
T4472AA	HP Get-Svcs for SCBase 50,100+/100 LTU
T4473AA	HP Get-Svcs for SCChg 100+/100 LTU
T4474AA	HP Get-Svcs for SCChg 5,100+/100 LTU
T4475AA	HP Get-Svcs for SCChg 10,100+/100 LTU
T4476AA	HP Get-Svcs for SCChg 25,100+/100 LTU
T4477AA	HP Get-Svcs for SCChg 50,100+/100 LTU
T4478AA	HP Get-Answers SC ESS 100+/100 SW LTU
T4479AA	HP Get-Answers Svc Ctr ESS 5100+/100 SW
T4480AA	HP Get-Answers Svc Ctr ESS 10100+/100 SW
T4481AA	HP Get-Answers SC ESS 25100+/100 SW LTU
T4482AA	HP Get-Answers SC ESS 50100+/100 SW LTU
T4483AA	HP Get-Answers Proc User Fit Usr SW LTU
T4484AA	HP Get-Answers Proc User Nmd Usr SW LTU
T4485AA	HP Get-Resources SC 100+/100 SW LTU
T4486AA	HP Get-Resources SC 5,100+/100 SW LTU
T4487AA	HP Get-Resources SC 10,100+/100 SW LTU
T4488AA	HP Get-Resources SC 25,100+/100 SW LTU
T4489AA	HP Get-Resources SC 50,100+/100 SW LTU
T4495AA	HP Get-Resources Tailor Kit 4.2 SW Media
T4496AA	HP Get-Resources Tailor Kit Software LTU
T4497AA	HP Get-Services Tailoring Kit 4.2 Media
T4498AA	HP Get-Services Tailoring Kit LTU

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