



Hewlett-Packard Company
690 East Middlefield Road
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www.hp.com

HP Support June 1, 2010

HP Integrated Archive Platform and Email Archiving Software

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

Dear Hewlett-Packard Integrated Archive Platform (IAP) and Email Archiving software (EAs) customers,

HP is announcing the end of support dates for HP IAP Software version 2.0 and HP EAs Exchange 2.0. The end of support plans for these product versions are set forth below.

This letter for HP IAP and HP EAs Exchange customers on active support is to inform you of our upcoming end of support plans for these versions of HP IAP and HP EAs Exchange.

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 IAP and HP EAs Exchange products. Please read below for key timelines and support options that are now available to you:

Date	Program Activity
June 1, 2010	Customer notification of the end of support plans for: <ul style="list-style-type: none"> IAP Software version 2.0 Email Archiving software for Microsoft Exchange 2.0
August 31, 2012	End of current product support for: <ul style="list-style-type: none"> IAP Software version 2.0 Email Archiving software for Microsoft Exchange 2.0

Please note that all HP IAP Software version 2.0 and HP EAs Exchange 2.0 customers with active support contracts are eligible to receive software licenses for the current solution versions: HP IAP version 2.1.x, and EAs Exchange 2.2.x. Please get in touch with your HP sales representative or HP Software business partner to discuss the hardware and services cost associated with the upgrade.

As always, HP IAP hardware versions will remain supported only if running a currently supported software version. You must insure both your hardware and software are supported versions.

While HP IAP Software version 2.0 and EAs Exchange 2.0 may continue to meet your immediate needs, HP recommends that all customers upgrade to the current version of software and hardware for HP IAP and HP EAs Exchange products. With the current version of software and hardware, you will achieve significant new benefits, such as:

- Improved Index & Query Performance
- Intelligent Query Prioritization
- Increased query caching
- Hardware Refresh
- MS Exchange 2010 support and SMTP Journaling
- Bulk export improvements
- Advanced Hardware Monitoring



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Increased Operational stability
Revamped backup for faster disaster recovery
Increased scalability
High density storage
Stealth Selective Archiving

Please refer to the attached Appendix A for the definition of terms for product obsolescence for IAP Software version 2.0 and EAs Exchange 2.0.

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 IAP and HP EAs as your preferred long-term archiving and retention solution. We appreciate your business and look forward to continuing to serve your business needs in the future.

Sincerely,

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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

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.

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

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