



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

HP Support May, 2010

HP Identity Management: Select Access, Select Federation, Select Identity

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

Dear HP Software Customer,

Hewlett-Packard (HP) is announcing product discontinuance of HP Identity Management Products effective as of the dates set forth below. The products that are included in this announcement are

- Select Access
- Select Federation
- Select Identity

This letter is being sent to HP Identity Management 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 Identity Management products. Please read below for key timelines and support options that are now available to you:

Date	Program Activity
May 01, 2010	Product discontinuance announced
July 01, 2010	End of sale (no longer orderable or available for purchase)
March 31, 2013	End of Support
March 31, 2015	End of Self-Help Support

Please refer to attached Appendix A for definition of terms for product obsolescence and Appendix B for the list of effected HP Identity Management product numbers.

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/hpssoftwaresupport

HP once again wishes to thank you for choosing HP Identity Management. We appreciate your business and look forward to continuing to serve your business needs in the future.



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Sincerely,

HP Software Services

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/hpsupportsupport/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

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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: End of availability of HP Identity Management Product List

Product #	Product Description
T3266AA	HP Select Acces 10,000,000+ Software LTU
T3255AA	HP Select Acces 2000+ users Software LTU
T3256AA	HP Select Acces 5000+ users Software LTU
T3865AJ	HP Select Acces Ext 1K+ Jpn Software LTU
T3867AJ	HP Select Acces Ext 1M+ Jpn Software LTU
T3862AJ	HP Select Acces Int 1K+ Jpn Software LTU
T2601AJ	HP Select Acces SAML 1+ Jpn Software LTU
T2602AJ	HP Select Acces SAML 5+ Jpn Software LTU
T2594AA	HP Select Access 1,000 Software LTU
T3263AA	HP Select Access 1,000,000+ Software LTU
T2597AA	HP Select Access 10,000 Software LTU
T3257AA	HP Select Access 10,000+ Software LTU
T2600AA	HP Select Access 100,000 Software LTU
T3260AA	HP Select Access 100,000+ Software LTU
T3251AA	HP Select Access 100+ users Software LTU
T3254AJ	HP Select Access 1000+ Jpn Software LTU
T3254AA	HP Select Access 1000+ Software LTU
T3257AJ	HP Select Access 10000+ Jpn Software LTU
T2595AA	HP Select Access 2,000 Software LTU
T3264AA	HP Select Access 2,000,000+ Software LTU

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T2598AA	HP Select Access 20,000 Software LTU
T3965AA	HP Select Access 25,000+ Software LTU
T3261AA	HP Select Access 250,000+ Software LTU
T3965AJ	HP Select Access 25000+ Jpn Software LTU
T2596AA	HP Select Access 5,000 Software LTU
T3265AA	HP Select Access 5,000,000+ Software LTU
T2593AA	HP Select Access 5.2 Software Media
T2599AA	HP Select Access 50,000 Software LTU
T3259AA	HP Select Access 50,000+ Software LTU
T3253AA	HP Select Access 500+ users Software LTU
T3259AJ	HP Select Access 50000+ Jpn Software LTU
T2612AA	HP Select Access 6.1 Itn Software Media
T3941AJ	HP Select Access 6.1 Jpn Software Media
T2593CJ	HP Select Access 6.1 Jpn Software Media
T3267BA	HP Select Access 6.1 SDK Software Media
T2593CAE	HP Select Access 6.1 Software EMedia
T2593CA	HP Select Access 6.1 Software Media
T3941AA	HP Select Access 6.1 Software Media
T3267CA	HP Select Access 6.2 SDK Software Media
T3941BA	HP Select Access 6.2 Software Media
T3941BAE	HP Select Access 6.20 Eng SW E-Media
T3942AA	HP Select Access 6.20 Itn SW Media
T3941BJ	HP Select Access 6.20 Japanese Media
T3267CJ	HP Select Access 6.20 SDK Japanese Media
T3972AJ	HP Select Access B2B Jpn Software LTU
T3972AA	HP Select Access B2B Site Software LTU
T3973AJ	HP Select Access B2C Jpn Software LTU
T3973AA	HP Select Access B2C Site Software LTU
T3971AJ	HP Select Access Ent Jpn Software LTU
T3971AA	HP Select Access Enterprise Software LTU
T3866AAE	HP Select Access Ext ID 100K+ SW E-LTU
T3866AA	HP Select Access Ext ID 100K+ SW LTU
T3865AAE	HP Select Access Ext ID 1K+ SW E-LTU
T3865AA	HP Select Access Ext ID 1K+ SW LTU
T3867AAE	HP Select Access Ext ID 1M+ SW E-LTU
T3867AA	HP Select Access Ext ID 1M+ SW LTU
T3869AAE	HP Select Access Ext Unlmted SW E-LTU
T3869AA	HP Select Access Ext Unlmted SW LTU
T3864AAE	HP Select Access Int ID 100K+ SW E-LTU
T3864AA	HP Select Access Int ID 100K+ SW LTU
T3863AAE	HP Select Access Int ID 10K+ SW E-LTU

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T3863AA	HP Select Access Int ID 10K+ SW LTU
T3862AAE	HP Select Access Int ID 1K+ SW E-LTU
T3862AA	HP Select Access Int ID 1K+ SW LTU
T3868AAE	HP Select Access Int Unlmted SW E-LTU
T3868AA	HP Select Access Int Unlmted SW LTU
T2603AA	HP Select Access SAML 10+ Software LTU
T3249AA	HP Select Access SAML 20+ Software LTU
T2602AA	HP Select Access SAML 5+ Software LTU
T3267CAE	HP Select Access SDK 6.20 Eng SW E-Media
T3250AA	HP Select Access User Software LTU
T3263AJ	HP Select Accs 1,000,000+ Jpn SW LTU
T3260AJ	HP Select Accs 100,000+ Jpn Software LTU
T3258AA	HP Select Accs 20,000+ usrs Software LTU
T3261AJ	HP Select Accs 250,000+ Jpn Software LTU
T3265AJ	HP Select Accs 5,000,000+ Jpn SW LTU
T2605AA	HP Select Accs 5.2 EAL Cert SW Media
T3262AA	HP Select Accs 500,000+ Software LTU
T3267BJ	HP Select Accs 6.1 SDK Jpn SW Media
T3866AJ	HP Select Accs Ext 100K+ Jpn Sftware LTU
T3869AJ	HP Select Accs Ext Site Jpn Software LTU
T3864AJ	HP Select Accs Int 100K+ Jpn Sftware LTU
T3863AJ	HP Select Accs Int 10K+ Jpn Software LTU
T3868AJ	HP Select Accs Int Site Jpn Software LTU
T2603AJ	HP Select Accs SAML 10+ Jpn Software LTU
T3249AJ	HP Select Accs SAML 20+ Jpn Software LTU
T3974BA	HP Select Fed 6.60 SDK Software Media
T3769AA	HP Select Fed Ent (SA) Software LTU
T3770AA	HP Select Fed Ent 10+ (SA) Software LTU
T3771AA	HP Select Fed Ent 50+ (SA) Software LTU
T3994AA	HP Select Fed Ent per-CPU Software LTU
T3781AA	HP Select Fed Ent Site (SA) Software LTU
T4784AA	HP Select Fed Ext ID 100K+ SW LTU
T4784AAE	HP Select Fed Ext ID 100K+ SW E-LTU
T4783AA	HP Select Fed Ext ID 10K+ SW LTU
T4783AAE	HP Select Fed Ext ID 10K+ SW E-LTU
T4782AA	HP Select Fed Ext ID 1K+ SW LTU
T4782AAE	HP Select Fed Ext ID 1K+ SW E-LTU
T4786AAE	HP Select Fed Ext Unlmted SW E-LTU
T4786AA	HP Select Fed Ext Unlmted SW LTU
T4781AA	HP Select Fed Int ID 100K+ SW LTU
T4781AAE	HP Select Fed Int ID 100K+ SW E-LTU

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T4780AA	HP Select Fed Int ID 10K+ SW LTU
T4780AAE	HP Select Fed Int ID 10K+ SW E-LTU
T4779AA	HP Select Fed Int ID 1K+ SW LTU
T4779AAE	HP Select Fed Int ID 1K+ SW E-LTU
T4785AAE	HP Select Fed Int Unlmted SW E-LTU
T4785AA	HP Select Fed Int Unlmted SW LTU
T3772AA	HP Select Fed Prem (SA) Software LTU
T3773AA	HP Select Fed Prem 10+ (SA) Software LTU
T3774AA	HP Select Fed Prem 50+ (SA) Software LTU
T3995AA	HP Select Fed Prem per-CPU Software LTU
T3775AA	HP Select Fed Prem Upg (SA) Software LTU
T3996AA	HP Select Fed Upg per-CPU Software LTU
T3783AA	HP Select Fed Upg Site (SA) Software LTU
T3946BAE	HP Select Federation 6.60 E-Media
T3974BAE	HP Select Federation 6.60 SDK E-Media
T3946BA	HP Select Federation 6.60 Software Media
T3946CAE	HP Select Federation 7.00 Eng SW E-Media
T3946CA	HP Select Federation 7.00 Eng SW Media
T3907AA	HP Select ID Cnctr C1 Site Software LTU
T3908AA	HP Select ID Cnctr C2 5PK Software LTU
T3904AA	HP Select ID Connector C1 Software LTU
T3905AA	HP Select ID Connector C2 Software LTU
T3906AA	HP Select ID Connector C3 Software LTU
T3874AJ	HP Select ID Ext 100K+ Jpn Software LTU
T3874AA	HP Select ID Ext 100K+ Software LTU
T3873AJ	HP Select ID Ext 1K+ Jpn Software LTU
T3875AJ	HP Select ID Ext 1M+ Jpn Software LTU
T3877AJ	HP Select ID Ext Site Jpn Software LTU
T3872AJ	HP Select ID Int 100K+ Jpn Software LTU
T3872AA	HP Select ID Int 100K+ Software LTU
T3871AJ	HP Select ID Int 10K+ Jpn Software LTU
T3870AJ	HP Select ID Int 1K+ Jpn Software LTU
T3876AJ	HP Select ID Int Site Jpn Software LTU
T3943BAE	HP Select Identity 4.11 E-Media
T3943BA	HP Select Identity 4.11 Media
T3943CAE	HP Select Identity 4.13 E-Media
T3944BA	HP Select Identity 4.13 Localized Media
T3943CA	HP Select Identity 4.13 Media
T3943DAE	HP Select Identity 4.20 Eng SW E-Media
T3943DA	HP Select Identity 4.20 Eng SW Media
T3943EAE	HP Select Identity 4.21 Eng SW E-Media

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T3943EA	HP Select Identity 4.21 Eng SW Media
T3944CAE	HP Select Identity 4.21 MLU E-Media
T3944CA	HP Select Identity 4.21 MLU Media
T3907AAE	HP Select Identity Conn. C1 Site E-LTU
T3908AAE	HP Select Identity Conn. C2 5PK E-LTU
T3904AAE	HP Select Identity Connector C1 E-LTU
T3545CAE	HP Select Identity Connector C1 E-Media
T3545CA	HP Select Identity Connector C1 Media
T3905AAE	HP Select Identity Connector C2 E-LTU
T3546CAE	HP Select Identity Connector C2 E-Media
T3546CA	HP Select Identity Connector C2 Media
T3906AAE	HP Select Identity Connector C3 E-LTU
T3547BAE	HP Select Identity Connector C3 E-Media
T3547BA	HP Select Identity Connector C3 Media
T3873AA	HP Select Identity Ext 1K+ Software LTU
T3875AA	HP Select Identity Ext 1M+ Software LTU
T3877AA	HP Select Identity Ext Site Software LTU
T3873AAE	HP Select Identity External 1K+ E-LTU
T3875AAE	HP Select Identity External 1M+ E-LTU
T3877AAE	HP Select Identity External Site E-LTU
T3874AAE	HP Select Identity External100K+ E-LTU
T3871AA	HP Select Identity Int 10K+ Software LTU
T3870AA	HP Select Identity Int 1K+ Software LTU
T3876AA	HP Select Identity Int Site Software LTU
T3872AAE	HP Select Identity Internal 100K+ E-LTU
T3871AAE	HP Select Identity Internal 10K+ E-LTU
T3870AAE	HP Select Identity Internal 1K+ E-LTU
T3876AAE	HP Select Identity Internal Site E-LTU

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