



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

HP Support July 2010

Mercury Application Mapping – UCMDB/DDM

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

Dear HP Software Customer,

Hewlett-Packard (HP) is announcing version obsolescence of Mercury Application Mapping 6.5x & 6.6x and Universal CMDB/Discovery & Dependency Mapping 7.0x & 7.5x & 8.0x, effective as of the dates set forth below.

The versions of Mercury Application Mapping (MAM) and Universal CMDB (UCMDB)/DDM which are announced as version mature are:

MAM 6.5x & 6.6x

UCMDB/DDM 7.0x & 7.5x & 8.0x

This letter is for MAM 6.5x & 6.6x and UCMDB/DDM 7.0x & 7.5x & 8.0x support customers worldwide, to inform you of our end of support plans.

The MAM product name was changed into CMDB when Mercury was acquired by HP. Later, this name was changed into UCMDB (Universal Configuration Management DataBase). DDM is included in UCMDB.

All versions of MAM prior to version 6.5x were end of live and obsolete starting in November 2006. The end of support for all of these earlier versions occurred 24 months later in November 2008, and they are no longer supported by HP Software.

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 MAM 6.5x & 6.6x and UCMDB/DDM 7.0x & 7.5x & 8.0x products. Please read below for key timelines and support options that are now available to you:

Date	Program Activity
July 1, 2010	Product discontinuance announced
October 1, 2010	End of sale (no longer orderable or available for purchase) for MAM 6.5x & 6.6x and UCMDB/DDM 7.0x & 7.5x
December 1, 2010	End of sale (no longer orderable or available for purchase) for UCMDB/DDM 8.0x
December 31, 2011	End of Support for MAM 6.5x & 6.6x and UCMDB/DDM 7.0x & 7.5x
June 30, 2012	End of Support UCMDB/DDM 8.0x
December 31, 2013	End of Self-Help Support MAM 6.5x & 6.6x and UCMDB/DDM 7.0x & 7.5x
June 30, 2014	End of Self-Help Support UCMDB/DDM 8.0x



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July 2010
Page 2

Please note that all MAM 6.5x & 6.6x and UCMDB/DDM 7.0x & 7.5x & 8.0x customers with active support contracts are eligible to upgrade to the latest version of UCMDB/DDM, 9.0, as a license upgrade.

While these MAM 6.5x & 6.6x and UCMDB/DDM 7.0x & 7.5x & 8.0x versions may continue to meet your immediate needs, HP recommends that all customers upgrade to UCMDB/DDM 9.0.

Please refer to attached Appendix A for definition of terms for product obsolescence and Appendix B for the list of affected MAM 6.5x & 6.6x and UCMDB/DDM 7.0x & 7.5x & 8.0x 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/hpsoftwaresupport

HP once again wishes to thank you for choosing MAM 6.5x & 6.6x and UCMDB/DDM 7.0x & 7.5x & 8.0x. We appreciate your business and look forward to continuing to serve your business needs in the future.

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/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

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July 2010
Page 3

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 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: Effected product SKUs

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07/2010



T5680AA	HP BAC Appl Mapping 6.5 Engl SW Media
T5680AAE	HP BAC Appl Mapping 6.5 Engl SW E-Media
T5681AA	HP BAC Appl Mapping 6.5 Engl SW Manuals
T5684AA	HP BAC - App Mapping 1-500 CPU SW LTU
T5684AAE	HP BAC - App Mapping 1-500 CPU SW E-LTU
T5684BA	HP DDM AE 1-500 CPU SW LTU
T5684BAE	HP DDM AE 1-500 CPU SW E-LTU
T5685AA	HP BAC-App Mapping 501-1000 CPU SW LTU
T5685AAE	HP BAC-App Mapping 501-1000 CPU SW E-LTU
T5685BA	HP DDM AE 501-1000 CPU SW LTU
T5685BAE	HP DDM AE 501-1000 CPU SW E-LTU
T5686AA	HP BAC - App Mapping 1001+ CPU SW LTU
T5686AAE	HP BAC - App Mapping 1001+ CPU SW E-LTU
T5686BA	HP DDM AE 1001+ CPU SW LTU
T5686BAE	HP DDM AE 1001+ CPU SW E-LTU
T5692AA	HP BAC - Univ CMDB 1-500 CPU SW LTU
T5692AAE	HP BAC - Univ CMDB 1-500 CPU SW E-LTU
T5692BA	HP DDM SE 1-500 CPU SW LTU
T5692BAE	HP DDM SE 1-500 CPU SW E-LTU
T5693AA	HP BAC - Univ CMDB 501-1000 CPU SW LTU
T5693AAE	HP BAC - Univ CMDB 501-1000 CPU SW E-LTU
T5694AA	HP BAC - Univ CMDB 1001+ CPU SW LTU
T5694AAE	HP BAC - Univ CMDB 1001+ CPU SW E-LTU
T5680BA	HP DDM 7.50 MLU SW Media
T5680BAE	HP DDM 7.50 MLU SW E-Media
T5681BA	HP DDM 7.50 Eng SW Manuals
T5688AA	HP BAC - Univ CMDB Found 6.5 SW Media
T5688AAE	HP BAC - Univ CMDB Found 6.5 SW E-Media
T5689AA	HP BAC - Univ CMDB Found 6.5 SW Manuals
T5691AA	HP Universal CMDB Foundation SW LTU
T5691AAE	HP Universal CMDB Foundation SW E-LTU
T5693BA	HP DDM SE 501-1000 CPU SW LTU
T5693BAE	HP DDM SE 501-1000 CPU SW E-LTU
T5694BA	HP DDM SE 1001+ CPU SW LTU
T5694BAE	HP DDM SE 1001+ CPU SW E-LTU
T8348AA	HP UCMD 7.00 Eng SW Manuals
T8348AJ	HP UCMD 7.00 Jpn SW Manuals

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July 2010
Page 5

T8348BA	HP UCMDB 7.50 Eng SW Manuals
T8348BJ	HP UCMDB 7.50 Japanese SW Manuals
T8349AA	HP UCMDB MLU 7.00 SW Media
T8349AAE	HP UCMDB MLU 7.00 SW E-Media
T8349BA	HP UCMDB 7.50 MLU SW Media
T8349BAE	HP UCMDB 7.50 MLU SW E-Media
T8349CA	HP UCMDB 8.0 MLU SW Media
T8349CAE	HP UCMDB 8.0 MLU SW E-Media
T8348CA	HP UCMDB 8.0 Eng SW Manuals
T9390AAE	HP UCMDB Free Entitlement SW E-LTU
T9617AA	HP DDM AE 1-500 CPU 3mo SW LTU
T9617AAE	HP DDM AE 1-500 CPU 3mo SW E-LTU
T9618AA	HP DDM AE 501-1000 CPU 3mo SW LTU
T9618AAE	HP DDM AE 501-1000 CPU 3mo SW E-LTU
T9619AA	HP DDM AE 1001+ CPU 3mo SW LTU
T9619AAE	HP AE DDM 1001+ CPU 3mo SW E-LTU
T9620AA	HP UCMDB 3mo SW LTU
T9620AAE	HP UCMDB 3mo SW E-LTU
TA173AA	HP DDM AE 1-500 CPU 6mo SW LTU
TA173AAE	HP DDM AE 1-500 CPU 6mo SW E-LTU
TA174AA	HP DDM AE 501-1000 CPU 6mo SW LTU
TA174AAE	HP DDM AE 501-1000 CPU 6mo SW E-LTU
TA175AA	HP DDM AE 1001+ CPU 6mo SW LTU
TA175AAE	HP AE DDM 1001+ CPU 6mo SW E-LTU
TA176AA	HP UCMDB 6mo SW LTU
TA176AAE	HP UCMDB 6mo SW E-LTU

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