



Hewlett-Packard Company
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www.hp.com

HP Support May 1, 2010

HP Medical Archive solution

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

Dear Hewlett-Packard Medical Archive solution (MAS) customers,

HP is announcing the end of support dates for HP MAS Hardware versions 1.0, 2.0, 2.5, 3.0, and 3.5 & MAS Software versions 5.x, 6.x, 7.2.x and 7.5.x. The end of support plans for these product versions are set forth below.

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

End of Support

As of November 2007, HP MAS became part of the HP Software and Solutions division moving out of HP StorageWorks Division. As such, HP is announcing the aforementioned end of support plans to align with HP Software and Solutions software obsolescence policy.

As always, HP is committed to providing the highest level of customer care to you while you determine your future strategy for your HP MAS products. Please read below for key timelines and support options that are now available to you:

Date	Program Activity
May 1, 2010	Version Discontinuance Announced
October 31, 2010	End of Support for MAS Software versions 5.x & 6.x
October 31, 2011	End of Support for MAS Software version 7.2.x & 7.5.x
March 1, 2012	End of Support for MAS Hardware versions 1.0 & 2.0
August 15, 2013	End of Support for MAS Hardware versions 2.5 & 3.0 (AG570A & AG571A has a December 1, 2012 end of support date)
July 31, 2014	End of Support for MAS Hardware version 3.5

Please note that all HP MAS Hardware versions 1.0, 2.0, 2.5, 3.0, and 3.5 & MAS Software versions 5.x, 6.x, 7.2.x and 7.5.x customers with active support contracts are eligible to receive software licenses for the current solution versions: HP MAS version 4.1. 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 MAS hardware versions will remain supported only if running a currently supported software version. You must insure both your hardware and software are supported versions. For example, if you have MAS 1.0 hardware running MAS 3.5 software; MAS 1.0 hardware has an end of support date of 03/01/2012, and MAS 3.5 software has an end of support date of 10/31/2011. Therefore you must upgrade to a newer supported MAS software version no later than 10/31/2011 to remain supported. Similarly, if a given MAS hardware version is nearing its end of support date the hardware must be replaced regardless of the version of software its running.



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While HP MAS Hardware versions 1.0, 2.0, 2.5, 3.0, and 3.5 & MAS Software versions 5.x, 6.x, 7.2.x and 7.5.x may continue to meet your immediate needs, HP recommends that all customers upgrade to current version of software and hardware of HP MAS. With this current version of software and hardware, you will achieve significant new benefits, such as:

Control/Storage Combo Nodes

- New Flexible Storage Nodes, introduced with MAS 4.0, manage the same amount of content with less power and cooling.
- Additional MAS Storage shelves can be purchased.

Functionality and Performance

- MAS reduces cash burn with its new Secondary Gateway virtualization. The Gateway Node quantity will be reduced from four to two in many cases, allowing per rack density increases. MAS 4.1 grids grow more cost-efficiently by combining multiple secondary Gateway Node servers. Moreover, Storage Nodes now allow for additional MAS Storage shelves to be added.
- Increased scalability of ingestion rates via conversion of older Control Nodes to Distributed Control Node groups; allowing customers to archive data from more applications simultaneously.
- MAS 4.0 introduced a more flexible and lower cost entry point: MAS Foundation Node. The new entry level reduces the initial costs by providing a smaller base node design. Additionally, flexible racking allows simple repackaging by partners or by multi-tenancy customers to meet their specific needs.

Please refer to the attached Appendices (A and B) for the definition of terms for product obsolescence and specific product numbers affected by the announcement of end of support for MAS Hardware versions 1.0, 2.0, 2.5, 3.0, and 3.5 & MAS Software versions 5.x, 6.x, 7.2.x and 7.5.x.

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 MAS 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

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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 MAS versions 1.0, 2.0, 2.5, 3.0, and 3.5 & MAS Software versions 5.x, 6.x, 7.2.x and 7.5.x product list.

Product #	Description	End of Support Date
MAS 3.5	Software version 7.5.x	10/31/2011
AJ792A	HP CN100CL Medical Archive Control Node	07/31/2014
AJ792A#0D1	HP CN100CL Medical Archive Control Node	07/31/2014
AJ789A	HP C2500 Med Archive SAN Combo Node	07/31/2014
AJ789A#0D1	HP C2500 Med Archive SAN Combo Node	07/31/2014
AJ788A	HP C2500 Med Archive SAN Storage Node	07/31/2014
AJ788A#0D1	HP C2500 Med Archive SAN Storage Node	07/31/2014
AJ787A	HP B3600CL Medical Archive Combo Node	07/31/2014
AJ787A#0D1	HP B3600CL Medical Archive Combo Node	07/31/2014
AJ786A	HP B2400CL Medical Archive Combo Node	07/31/2014
AJ786A#0D1	HP B2400CL Medical Archive Combo Node	07/31/2014
AJ785A	HP B4500CL Medical Archive Storage Node	07/31/2014
AJ785A#0D1	HP B4500CL Medical Archive Storage Node	07/31/2014
AJ784A	HP B3000CL Medical Archive Storage Node	07/31/2014
AJ784A#0D1	HP B3000CL Medical Archive Storage Node	07/31/2014
AJ783A	HP A8000CL Medical Archive Combo Node	07/31/2014
AJ783A#0D1	HP A8000CL Medical Archive Combo Node	07/31/2014
AJ782A	HP A6000CL Medical Archive Combo Node	07/31/2014
AJ782A#0D1	HP A6000CL Medical Archive Combo Node	07/31/2014
AJ781A	HP A4000CL Medical Archive Combo Node	07/31/2014
AJ781A#0D1	HP A4000CL Medical Archive Combo Node	07/31/2014
AJ780A	HP A2000CL Medical Archive Combo Node	07/31/2014
AJ780A#0D1	HP A2000CL Medical Archive Combo Node	07/31/2014
AJ779A	HP A10000CL Medical Archive Storage Node	07/31/2014
AJ779A#0D1	HP A10000CL Medical Archive Storage Node	07/31/2014
AJ778A	HP A7500CL Medical Archive Storage Node	07/31/2014
AJ778A#0D1	HP A7500CL Medical Archive Storage Node	07/31/2014
AJ777A	HP A5000CL Medical Archive Storage Node	07/31/2014
AJ777A#0D1	HP A5000CL Medical Archive Storage Node	07/31/2014
AJ776A	HP A2500CL Medical Archive Storage Node	07/31/2014
AJ776A#0D1	HP A2500CL Medical Archive Storage Node	07/31/2014
AJ775A	HP D1010 Med Archive Tape Storage Node	07/31/2014
AJ775A#0D1	HP D1010 Med Archive Tape Storage Node	07/31/2014
AJ774A	HP GN6000CL Medical Archive Gateway Node	07/31/2014
AJ774A#0D1	HP GN6000CL Medical Archive Gateway Node	07/31/2014

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AJ773A	HP GN2000CL Medical Archive Gateway Node	07/31/2014
AJ773A#0D1	HP GN2000CL Medical Archive Gateway Node	07/31/2014
AJ772A	HP Medical Archive Admin/Gateway Node	07/31/2014
AJ771A	HP Med Archive WAN Connectivity Kit	07/31/2014
AJ770A	HP Med Archive Infrastructure Cabinet	07/31/2014
AJ772A#0D1	HP Medical Archive Admin/Gateway Node	07/31/2014
AJ769A	HP 6 TB Medical Archive Solution	07/31/2014
MAS 3.0		
7.2.x	Software version 7.2.x	10/31/2011
T5421A	HP C500 Medical Archive Solution SAN LTU	10/31/2011
T5420A	HP Med Archive Hdwr/Sftw Config Upgrade	10/31/2011
AJ671A	HP 6 TB Medical Archive Solution	08/15/2013
AJ670A	HP A4500CL Medical Archive Combo Node	08/15/2013
AJ669A	HP A3000CL Medical Archive Combo Node	08/15/2013
AJ668A	HP A1500CL Medical Archive Combo Node	08/15/2013
AJ667A	HP A7500CL Medical Archive Storage Node	08/15/2013
AJ666A	HP A5000CL Medical Archive Storage Node	08/15/2013
AJ665A	HP A2500CL Medical Archive Storage Node	08/15/2013
AJ664A	HP CL500 Med Archive Gateway/Admin Node	08/15/2013
AJ663A	HP CL100 Medical Archive Control Node	08/15/2013
AJ662A	HP CL2000 Medical Archive Gateway Node	08/15/2013
AJ661A	HP CL100 Medical Archive Admin Node	08/15/2013
AJ660A	HP CL Med Archive Infrastructure Cabinet	08/15/2013
AJ660A	HP CL Med Archive Infrastructure Cabinet	08/15/2013
AJ653A	HP Med Archive Image Mgmt Layer 100 Svr	08/15/2013
MAS 2.5		
6.0.x	Software version 6.0.x	10/31/2010
T4435A	HP Med Arch Soln Parallel Fetch LTU	10/31/2010
T4434A	HP Med Arch Soln WORM LTU	10/31/2010
AJ656A	HP D1000 Med Archive Tape Storage Node	08/15/2013
AJ655A	HP C2500 Med Archive SAN Storage Node	08/15/2013
AJ654A	HP A7500 Medical Archive Storage Node	08/15/2013
AJ654A#0D1	HP A7500 Medical Archive Storage Node	08/15/2013
AG585A	HP Med Arch Soln Gateway Node	08/15/2013
AG585A#0D1	HP Med Arch Soln Gateway Node	08/15/2013
AG584A	HP Med Arch Soln Control Node	08/15/2013
AG584A#0D1	HP Med Arch Soln Control Node	08/15/2013
AG583A	HP Med Arch Soln Administration Node	08/15/2013
AG583A#0D1	HP Med Arch Soln Administration Node	08/15/2013
AG571A	HP A2500 Med Arch Soln Strg/Ctl Node	12/01/2012

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AG570A	HP B3600 Med Arch Soln Strg/Ctl Node	12/01/2012
AG567A	HP Med Arch Soln Infrastructure Cabinet	08/15/2013
AG567A#101	40TB Max SATA Sgl Site Base Cabinet	08/15/2013
AG567A#102	40TB Max SATA SS+DR Base Cabinet	08/15/2013
AG567A#103	30TB Max SATA Sgl Site Base Cabinet	08/15/2013
AG567A#104	30TB Max SATA SS+DR Base Cabinet	08/15/2013
AG567A#151	55TB Max SATA Expansion Cabinet	08/15/2013
AG567A#152	50TB Max SATA Expansion Cabinet	08/15/2013
AG567A#153	40TB Max SATA Expansion Cabinet	08/15/2013
AG567A#201	21.6TB Max SCSI Sgl Site Sm-SN Base Cab	08/15/2013
AG567A#202	21.6TB Max SCSI SS+DR Sm-SN Base Cab	08/15/2013
AG567A#203	21.6TB Max SCSI Sgl Site Lg-SN Base Cab	08/15/2013
AG567A#204	21.6TB Max SCSI SS+DR Lg-SN Base Cab	08/15/2013
AG567A#205	14.4TB Max SCSI Sgl Site Base Cabinet	08/15/2013
AG567A#206	14.4TB Max SCSI SS+DR Base Cabinet	08/15/2013
AG567A#251	36TB Max SCSI Expansion Cabinet	08/15/2013
AG567A#252	28.8TB Max SCSI Expansion Cabinet	08/15/2013
AG566A	HP B7200 Med Arch Soln Strg Node	08/15/2013
AG566A#OD1	HP B7200 Med Arch Soln Strg Node	08/15/2013
AG565A	HP B3600 Med Arch Soln Strg Node	08/15/2013
AG565A#OD1	HP B3600 Med Arch Soln Strg Node	08/15/2013
AG564A	HP A5000 Med Arch Soln Strg Node	08/15/2013
AG564A#OD1	HP A5000 Med Arch Soln Strg Node	08/15/2013
AG563A	HP A2500 Med Arch Soln Strg Node	08/15/2013
AG563A#OD1	HP A2500 Med Arch Soln Strg Node	08/15/2013
MAS 2.0		
6.0.x	Software versions 6.0.x	10/31/2010
392398-001	HP Med Arch Solution Stor Node	03/01/2012
392391-001	HP Med Arch Sol Gateway Node	03/01/2012
392390-001	HP Med Arch Sol Control Node	03/01/2012
392386-001	HP Med Arch Solution Admin Node	03/01/2012
392368-001	HP Med Arch Sol Cabnet Conn Kit US	03/01/2012
392367-001	HP SWD MAS Expansion Cabinet	03/01/2012
392367-421	HP SWD MAS Expansion Cabinet (EURO)	03/01/2012
MAS 1.0		
5.2.x	Software versions 5.2.x	10/31/2010
384778-B21	HP Medical Archive Encryption Option Software	03/01/2012
380195-001	HP 20 TB Med Archive Solution US	03/01/2012
380195-421	HP 20 TB Med Archive Solution EURO	03/01/2012
380194-001	HP 10 TB Med Archive Solution US	03/01/2012

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380194-421	HP 10 TB Med Archive Solution EURO	03/01/2012
380193-001	HP 5 TB Med Archive Solution US	03/01/2012
380193-421	HP 5 TB Med Archive Solution EURO	03/01/2012
380193-001	HP 5 TB Med Archive Solution US	03/01/2012
380193-421	HP 5 TB Med Archive Solution EURO	03/01/2012
380193-001	HP 5 TB Med Archive Solution US	03/01/2012

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