



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

www.hp.com

HP Support July 2009

HP Configuration Management

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

Dear HP Software Customer,

Hewlett-Packard (HP) is announcing the version discontinuance of HP Configuration Management (also known as Radia/Client Automation) version 4.2, 4.2i & 5.0 effective as of the dates set forth below.

This letter is being sent to HP Configuration Management version 4.2, 4.2i & 5.0 support customers worldwide, to inform you of our end of support plans.

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 Configuration Management version 4.2, 4.2i & 5.0 products. Please read the table below for key timelines and support options that are now available to you:

Date	Program Activity
July 1, 2009	Product discontinuance announced
November 1, 2009	End of sale (no longer orderable or available for purchase)
April 30, 2011	End of Support
April 30, 2013	End of Self-Help Support

Please note that all HP Configuration Management version 4.2, 4.2i & 5.0 customers with active support contracts are eligible to a free upgrade to HP Client Automation Enterprise (new name for HP Configuration Management) version 7.5x.

While the HP Configuration Management version 4.2, 4.2i & 5.0 may continue to meet your immediate needs, HP recommends that all customers upgrade to HP Client Automation Enterprise version 7.5. Configuration Management version 4.2i customers should wait for the availability of a future version of Client Automation Enterprise which will include local language support.

HP Professional Services migration offerings can help you upgrade your environment to version 7.5. HP has also partnered with third party software and services providers to aid you in your migrations. Our partners [Evergreen Systems](#) and [KN3](#) provide migration services and [SoftOne Solutions](#) and [Natoli](#) provide both migration services and tools that can make your migrations easy and successful.

Please refer to attached Appendices A and B for HP Configuration Management version 4.2, 4.2i & 5.0 definition of terms for product obsolescence and specific products affected by this announcement, respectively.



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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:
<http://www.hp.com/go/hpsupport>

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

Sincerely,

HP Support

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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.

Appendix B– End of availability of HP Configuration Management Version 4.2, 4.2i & 5.0 Product List

Product #	Description
T3364BA	HP Dsktp AppMgmtPk v4 Win-Radia LTU
T3365BA	HP Dsktp SWMgmtPk v4 Win-Radia LTU
T3375BA	HP Inf&Ext base pack v4-Radia LTU
T3376BA	HP Inf&Ext add-on pack v4-Radia LTU
T3377BA	HP Inf&Ext upgrd to pkg v4-Radia LTU
T3380AA	HP CM (Radia) v4i Lang Pk Software Media
T3407BA	HP CAE Ext for Win Instl PC Software LTU
T3408BA	HP CAE Ext fr Win Instl Svr Software LTU
T3409BA	HP CM Adapter for Tivoli Software LTU
T3411BA	HP CM Adapter for MOM Software LTU
T3412BA	HP CM Adapter for SNMP Software LTU
T3413BA	HP CM Adapter for Remedy Software LTU
T3416AA	HP Patch Mgr 4 -Radia Media
T3417AA	HP Usage Mgr 4 -Radia Media
T3418AA	HP Op Sys Mgr Radia 4 Media
T3419AA	HP CM (Radia) v4i Software Media
T3420AA	HP CM (Radia) v4i Software Manuals
T3420AC	HP CM(Rdia)v4i Sim Chnse Software Manual
T3420AJ	HP CM(Radia)v4i Japanese Software Manual
T3420AK	HP CM (Radia) v4i Korean Software Manual
T3421BA	HP app-infrastruct media v4 -Radia
T3421CA	HP Radia v4 Media
T3421DA	HP CAE (Radia) v4 PC Software Media
T3422BA	HP CM (Radia) Mgmt Adptrs Software Media
T3424BA	HP CM v4 (Radia) Software Manuals
T3424CA	HP CAE (Radia) v4 Software Manuals
T3493AA	HP Dsktp AppMgtPk 1K v4 Win-Radia LTU

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T3494AA	HP Dsktp SWMgtPk1K v4 Win-Radia LTU
T3500AA	HP CAE Ext Win Instl 1K PC Software LTU
T3504AA	HP CM App Mgr v4i PC Software LTU
T3505AA	HP CM Self-Srvce Mgr v4i PC Software LTU
T3506AA	HP CM Inv Mgr v4i PC Software LTU
T3508AA	HP CM PC Mgmt Bundle v4i Software LTU
T3509AA	HP CM App Mgr v4i Server Software LTU
T3512AA	HP CM Inv Mgr v4i Server Software LTU
T3789AA	HP CM OSMgr4 UNIX Dsktp Software LTU
T3790AA	HP CM OSMgr4 UNIX Dsktp1K Software LTU
T3793AA	HP CM Mgmt Ste 4 UNIX Dsktp Software LTU
T3794AA	HP CM MgmtSte4 UNIX Dsktp 1K Software LTU
T3795AA	HP AppMgtPk4UXDsktp -Radia LTU
T3796AA	HP SWMgtPk4UNIXDsktp-Radia LTU
T3797AA	HP AppMgtPk4UXDsktp1K-Radia LTU
T3798AA	HP SWMgtPk4UXDsktp1K-Radia LTU
T3816AA	HP CM App Mgr v4i 1K PC Software LTU
T3817AA	HP CM Slf-Srv Mgr v4i 1K PC Software LTU
T3818AA	HP CM Inv Mgr v4i 1K PC Software LTU
T3819AA	HP CM PC Mgmt Bndl v4i 1K Software LTU
T3826AA	HP CM Server v4 Radia Software Media
T3826BA	HP CAE (Radia) v4 Server Software Media

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