



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

www.hp.com

HP Support March 2009

HP Route Analytics Management Software

[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 Route Analytics Management Software 4.5x & 5.2x effective as of the dates set forth below.

This letter is being sent to HP Route Analytics Management Software version 4.5x & 5.2x 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 Route Analytics Management Software version 4.5x & 5.2x products. Please read the table below for key timelines and support options that are now available to you:

Date	Program Activity
March 1, 2009	Product discontinuance announced
May 1, 2009	End of sale (no longer orderable or available for purchase)
August 31, 2010	End of Support
August 31, 2012	End of Self-Help Support

Please note that all HP Route Analytics Management Software version 4.5x & 5.2x customers with active support contracts are eligible to upgrade to HP Route Analytics Management Software version 8.10 as a license upgrade. HP Route Analytics Management Software 8.x is not integrated with HP Network Node Manager 7.5x. If you are integrating HP Route Analytics Management Software with HP Network Node Manager version 7.5x, please upgrade to version 5.5x of HP Route Analytics Management Software.

While the HP Route Analytics Management Software version 4.5x & 5.2x may continue to meet your immediate needs, HP recommends that all customers upgrade to HP Route Analytics Management Software version 8.10.

Please refer to attached Appendices A and B for HP Route Analytics Management Software version 4.5x & 5.2x definition of terms for product obsolescence and specific products affected by this announcement, respectively.

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.



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

www.hp.com

March 1st, 2009

Page 2

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 Route Analytics Management Software. We appreciate your business and look forward to continuing to serve your business needs in the future.

Sincerely,

HP Support

© Copyright 2008 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

For more information, go to www.hp.com/go/software
3/2009.



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

www.hp.com

March 1st, 2009

Page 3

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/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 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

© Copyright 2008 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

For more information, go to www.hp.com/go/software
3/2009.



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

www.hp.com

March 1st, 2009

Page 4

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 Route Analytics Management Software Version 4.5x & 5.2x Product List

Product #	Description
BA121DA	HP RAMS 25-router Pk Software LTU
BA121DAE	HP RAMS 4.0 25-router pack E-LTU
BA122DA	HP RAMS 100-router Pk Software LTU
BA122DAE	HP RAMS 4.0 100-router pck E-LTU
BA123DA	HP RAMS Ultd-router Pk Software LTU
BA123DAE	HP RAMS 4.0 Ultd-router pk E-LTU
BA124DA	HP RAMS SPI for BGP Software LTU
BA124DAE	HP RAMS 4.0 SPI for BGP E-LTU
BA125DA	HP RAMS SPI for EIGRP Software LTU
BA125DAE	HP RAMS 4.0 SPI for EIGRP E-LTU
BA126DA	HP RAMS SPI for IS-IS Software LTU
BA126DAE	HP RAMS 4.0 SPI for IS-IS E-LTU
BA127DA	HP RAMS 4.0 SPI for OSPF Software LTU
BA127DAE	HP RAMS 4.0 SPI for OSPF E-LTU
BA128EA	HP RAMS 4.5 Software Media
BA128EAE	HP RAMS 4.5 E-Media
BA129EA	HP RAMS 4.5 English Software Manual
BB136DA	HP RAMS Flow Connector Software LTU
BB136DAE	HP RAMS 4.0 Flow Collector E-LTU
BB137DA	HP RAMS Flow Analyzer Software LTU
BB137DAE	HP RAMS 4.0 Flow Analyzer E-LTU
BB138DA	HP RAMS Mod Eng SPI Traffic Software LTU
BB138DAE	HP RAMS 4.0 ME SPI Traffic E-LTU
BA195DA	HP RAMS SPI for MPLS Unltd Software LTU
BA195DAE	HP RAMS 4.0 SPI mBGP (unl) E-LTU
BA196DA	HP RAMS Modeling Engine Software LTU
BA196DAE	HP RAMS 4.0 Modeling Engine E-LTU

© Copyright 2008 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

For more information, go to www.hp.com/go/software
3/2009.



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

www.hp.com

March 1st, 2009

Page 5

BA197DA	HP RAMS SPI for MPLS (25K) Software LTU
BA197DAE	HP RAMS 4.0 SPI mBGP (25k) E-LTU
BA128FA	HP RAMS 5.2 Software Media
BA128FAE	HP RAMS 5.2 Software E-Media
BA129FA	HP RAMS 5.2 Software English Manual
BA129FJ	HP RAMS 5.2 Japanese Manual

© Copyright 2008 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

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

3/2009.