



Hewlett-Packard Company  
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HP Support August 2010

## Release Control

[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 Release Control 4.0x & 4.1 effective as of the dates set forth below.

This letter is for Release Control 4.0x & 4.1x 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 Release Control 4.0x & 4.1x products. Please read below for key timelines and support options that are now available to you:

Date	Program Activity
August 1, 2010	Product discontinuance announced
November 1, 2010	End of sale RC 4.0x & 4.1x (no longer orderable or available for purchase)
January 31, 2011	End of Support for RC 4.0x
January 31, 2012	End of Support for RC 4.1x
January 31, 2013	End of Self-Help Support RC 4.0x
January 31, 2014	End of Self-Help Support RC 4.1x

Please note that all Release Control 4.0x & 4.1x customers with active support contracts are eligible to upgrade to the latest version, Release Control 9.10, as a license upgrade.

While these Release Control 4.0x & 4.1x versions may continue to meet your immediate needs, HP recommends that all customers upgrade to Release Control 9.10.

Release Control 9.10 is a minor release in terms of impact on data model and application functionality. This minor release of Release Control was simply re-versioned to align with "HP BTO 9.0", a BTO Solutions initiative launched in June 2010 which includes Release Control 9.10. For your upgrade planning purposes, please consider RC 9.10 to be the **minor release** following Release Control 5.0x, I.E., just like a version 5.10. You can find more information about this BTO Solutions initiative at [www.hp.com/go/bto-versioning](http://www.hp.com/go/bto-versioning).

Please refer to attached Appendix A for definition of terms for product obsolescence and Appendix B for the list of affected Release Control 4.0x & 4.1x product numbers.



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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:  
[www.hp.com/go/hpssoftwaresupport](http://www.hp.com/go/hpssoftwaresupport)

HP once again wishes to thank you for choosing Release Control 4.0x, 4.1x & 5.0x. 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/hpssoftwaresupport/support-lifecycle](http://www.hp.com/go/hpssoftwaresupport/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**

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For more information, go to [www.managementsoftware.hp.com](http://www.managementsoftware.hp.com)

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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

Product Number	Description
T9770AA	HP Release Control 4.00 Eng SW Media
T9770AAE	HP Release Control 4.00 Eng SW E-Media
T9770BA	HP Release Control 4.10 Eng SW Media
T9770BAE	HP Release Control 4.10 Eng SW E-Media

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