



Hewlett-Packard Company  
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HP Support June 1, 2009

## HP Reference Information Storage System (RISS) and Reference Information Manger (RIM)

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

Dear Hewlett-Packard Reference Information Storage System (RISS) 1.4.x/1.5.x/1.6.x, HP Reference Information Manager (RIM) for Microsoft® Exchange 1.4.x/1.5.x and HP Reference Information Manager (RIM) for Lotus Domino 1.4.x/1.5.x/1.6.x customers:

HP is announcing the dates for the end of support for HP RISS versions 1.4.x, 1.5.x, and 1.6.x, HP RIM for Microsoft® Exchange versions 1.4.x and 1.5.x and HP RIM for Lotus Domino versions 1.4.x, 1.5.x, and 1.6.x. Note that as of July 2008, HP RISS is now called HP Integrated Archive Platform (IAP), and HP RIM is now called HP Email Archiving software (EAs). The end of support plans for these product versions are set forth below.

This letter for HP RISS and RIM worldwide customers on active support is to inform you of our upcoming end of software support plans for these versions of HP RISS and HP RIM.

### End of Support

As of November 2007, HP IAP and Email Archiving software solutions 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 RISS (now IAP) and HP RIM (now Email Archiving software) solution. Please read below for key timelines and support options that are now available to you:

Date	Program Activity
June 1, 2009	Customer notification of the end of support plans for: <ul style="list-style-type: none"><li>• HP RISS 1.4.x, 1.5.x, and 1.6.x</li><li>• HP RIM for Microsoft® Exchange 1.4.x and 1.5.x</li><li>• HP RIM for Lotus Domino 1.4.x, 1.5.x, and 1.6.x</li></ul>
November 30, 2010 (or earlier based on hardware end of life)	End of current product support for: <ul style="list-style-type: none"><li>• HP RISS 1.4.x, 1.5.x, and 1.6.x</li><li>• HP RIM for Microsoft® Exchange 1.4.x and 1.5.x</li><li>• HP RIM for Lotus Domino 1.4.x, 1.5.x, and 1.6.x</li></ul>

Please note that all HP RISS 1.4.x, 1.5.x and 1.6.x customers with active support contracts are eligible to receive software licenses for the current solution versions: HP IAP version 2.0, HP EAs for Microsoft® Exchange 2.1 and/or HP EAs for Lotus Domino 2.0. 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.

While HP RISS versions 1.4.x, 1.5.x and 1.6.x, HP RIM for Microsoft® Exchange versions 1.4.x and 1.5.x, and HP RIM for Lotus Domino versions 1.4.x, 1.5.x, and 1.6.x may continue to meet your immediate needs, HP recommends that all customers upgrade to current versions of HP IAP and



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their corresponding HP EAs. With these current versions of software, you will achieve significant new benefits, such as:

- HP RISS 1.4.x migration to HP IAP 2.0
  - Establish data protection with RAID 6 (Advanced Data Guard)
  - Reduce storage TCO with new Universal Smartcell (2.1 TB)
  - Improve data center efficiency (reduced rack space, power, cooling)
- HP RISS 1.5.x and 1.6.x migration to HP IAP 2.0
  - Better data protection
  - Larger storage capacity per Universal Smartcell (2.1 TB)
  - Lower administration overhead
- HP RIM for Microsoft® Exchange 1.4.x and 1.5.x migration to HP EAs for Microsoft® Exchange 2.1
  - Archive email and calendar items, documents, public folder messages, and tasks
  - Email client integration (OWA 2007) à fast access even while offline
  - Transparent search with the built-in Outlook Integrated Archive Search feature
- HP RIM for Lotus Domino 1.4.x, 1.5.x, and 1.6.x to HP EAs for Lotus Domino 2.0
  - Support for a broad mix of Lotus Domino environments (Solaris, Windows, Linux, AIX, iSeries)
  - Support for remote archive access (iNotes) à convenient for remote users
  - Leverage standard Lotus Formulas to create advanced custom policies
  - Local cache, NSF import/export and zero-footprint configurations

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 RISS 1.4.x, 1.5.x, and 1.6.x, HP RIM for Microsoft® Exchange 1.4.x and 1.5.x, and HP RIM for Lotus Domino 1.4.x, 1.5.x, and 1.6.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](http://www.hp.com/go/hpsoftwaresupport)

HP once again wishes to thank you for choosing RISS and RIM as your preferred long-term email archiving and retention solution. 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/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 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 RISS 1.4x, 1.5x and 1.6x, RIM for Microsoft® Exchange 1.4.x, 1.5.x, and RIM for Lotus Domino 1.4.x, 1.5.x, and 1.6.x product list.

Product #	Description
AG573A	HP RISS 1.5 Upgrade Kit
A6580A	RISS firewall and load balance upgrade
A7970B	HP RISS 1.7TB Base Unit
A7970BR	HP RISS 1.7 TB Base Rmkt Unit
A7977A	HP RISS Exchange Archiving Gateway
A7977AR	HP RISS Exchange Archiving Rmkt Gateway
A7978A	HP RISS Domino Archiving Gateway
A7978AR	HP RISS Domino Archiving Rmkt Gateway
T3566A	RIM Replication LTU per system

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