



[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 obsolescence of Storage Essentials 9.4x effective as of the dates set forth below.

This letter is for Storage Essentials 9.4x 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 Storage Essentials products. Please read below for key timelines and support options that are now available to you:

Date	Program Activity
August 1, 2012	Product discontinuance announced
October 1, 2012	End of sale (no longer available to order or purchase)
January 31, 2014	End of Support
January 31, 2016	End of Self-Help

Please note that all Storage Essentials 9.4x customers with active support contracts are eligible to upgrade to Storage Essentials 9.5x.

While Storage Essentials 9.4x may continue to meet your immediate needs, HP recommends that all customers upgrade to Storage Essentials 9.5x.

Please refer to attached Appendix A for definition of terms for product obsolescence and Appendix B for the list of affected Storage Essentials 9.4x product numbers.

**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 Storage Essentials. We appreciate your business and look forward to continuing to serve your business needs in the future.



Hewlett-Packard Company  
www.hp.com

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Sincerely,

HP Software Services

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

08/2012.



## **APPENDIX A: Definitions**

This product version obsolescence is covered by version 4.4 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](http://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 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

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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: Affected product numbers

T4292AA	HP Storage Essentials File System Vwr 1TB SW LTU
T4292AAE	HP Storage Essentials File System Vwr 1TB SW E-LTU
T4292AG	HP Storage Essentials File System Vwr 1TB Tier 2 SW LTU
T4292AGE	HP Storage Essentials File System Vwr 1TB Tier 2 SW E-LTU
T4294AA	HP Storage Essentials NAS Manager 1TB SW LTU
T4294AAE	HP Storage Essentials NAS Manager 1TB SW E-LTU
T4294AG	HP Storage Essentials NAS Manager 1TB Tier 2 SW LTU
T4294AGE	HP Storage Essentials NAS Manager 1TB Tier 2 SW E-LTU
T4295AA	HP Storage Essentials Backup Mgr 1TB SW LTU
T4295AAE	HP Storage Essentials Backup Mgr 1TB SW E-LTU
T4295AG	HP Storage Essentials Backup Mgr 1TB Tier 2 SW LTU
T4295AGE	HP Storage Essentials Backup Mgr 1TB Tier 2 SW E-LTU
T4667AA	HP SRM Backup Mgr 5TB SW LTU
T4667AAE	HP SRM Backup Mgr 5TB SW E-LTU
T4288AA	HP Storage Essentials Exchange Vwr 1 MAL SW LTU
T4288AAE	HP Storage Essentials Exchange Vwr 1 MAL SW E-LTU
T4288AG	HP Storage Essentials Exchange Vwr 1 MAL Tier 2 SW LTU
T4288AGE	HP Storage Essentials Exchange Vwr 1 MAL Tier 2 SW E-LTU
T4289AA	HP Storage Essentials DB Viewer 1 MAL SW LTU
T4289AAE	HP Storage Essentials DB Viewer 1 MAL SW E-LTU
T4289AG	HP Storage Essentials DB Viewer 1 MAL Tier 2 SW LTU
T4289AGE	HP Storage Essentials DB Viewer 1 MAL Tier 2 SW E-LTU
T4666AA	HP Data Protector Reporter SW LTU
T4666AAE	HP Data Protector Reporter SW E-LTU
T4283EA	HP Storage Essentials 9.4.0 SW Media
T4283EA	HP Storage Essentials 9.4.0 SW E-Media

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