



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

www.hp.com

January 1, 2007

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

Dear HP OpenView Customer,

Hewlett-Packard (HP) is announcing version discontinuance of HP OpenView Select Identity (OVSI) version 2.46, 3.0.x and 3.3.x, effective as of the dates set forth below.

This letter is being sent to OVSI version 2.46, 3.0.x and 3.3.x support customers worldwide, to inform you of our end of availability and 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 OVSI 2.46, 3.0.x and 3.3.x products. Please read below for key timelines and support options that are now available to you:

Program Activity	Select Identity 2.46 and 3.0.x	Select Identity 3.3.x
Customer notification of version obsolescence	February 1, 2007	February 1, 2007
End of Sale (No longer orderable)	June 1, 2007	June 1, 2007
End of Support	September 30, 2008	January 31, 2009
End of Self-Help Support	September 30, 2010	January 31, 2011

Please note that all HP OVSI versions 2.46, 3.0.x and 3.3.x customers with active support contracts are eligible to upgrade to HP OpenView Select Identity version 4.01 or 4.10 as a "1 for 1" license upgrade. Please refer the appropriate Migration Guide, otherwise contact your local HP sales representative or HP software business partner can help you get more information on this.

While the HP OVSI versions 2.46, 3.0.x and 3.3.x may continue to meet your immediate needs, HP recommends that all customers upgrade to HP OpenView Select Identity version 4.01 or 4.10.

Please refer to attached Appendices A and B for HP OVSI, definition of terms for product obsolescence and specific product numbers 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.

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In addition, for technical assistance and information, please visit Software Support Online:
www.hp.com/managementsoftware/services

HP once again wishes to thank you for choosing HP OpenView Select Identity as your preferred Identity Management software. We appreciate your business and look forward to continuing to serve your business needs in the future.

Sincerely,

HP Software 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 OpenView product version obsolescence documented at: www.hp.com/managementsoftware/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 OpenView 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 OpenView 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 OpenView 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 OpenView Support contracts. Self-Help Support consists of web-based access to the online support Knowledge Base, which contains technical information for HP OpenView products including white papers, existing patches and known problems for a specific product version.

In some instances support for specific HP OpenView 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 OpenView 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 OpenView 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 HP OpenView Select Identity Product List

Product No.	Description
T3521AA	HPOV Select Identity 3.0 Media
T3521CA	HPOV Select Identity 3.0.1 Media
T3521DA	HP OpenView Select ID 3.0.2 Media
T3521EA	HP OpenView Select ID 3.3 Media
T3521FA	HP Select Identity 3.3.1 Media
T3521FC	HP Select Identity 3.3.1-Chinese Media
T3521FJ	HP Select Identity 3.3.1-Japanese Media
T3521FK	HP Select Identity 3.3.1-Korean Media
T3522AA	HP Select Identity 3.3.1-L10N Media
T3523AA	HPOV Select Identity 100+ LTU
T3524AA	HPOV Select Identity 5,000+ LTU
T3525AA	HPOV Select Identity 10,000+ LTU
T3526AA	HPOV Select Identity 20,000+ LTU
T3527AA	HPOV Select Identity 50,000+ LTU
T3528AA	HPOV Select Identity 100,000+ LTU
T3529AA	HPOV Select Identity 250,000+ LTU
T3530AA	HPOV Select Identity 500,000+ LTU
T3531AA	HPOV Select Identity 1,000,000+ LTU
T3532AA	HPOV Select Identity 2,000,000+ LTU
T3533AA	HPOV Select Identity 5,000,000+ LTU
T3534AA	HPOV Select Identity 10,000,000+ LTU
T3535AA	HPOV SI 3.0 Std Connector Media
T3535CA	HPOV SI 3.0.1 Std Connector Media
T3535DA	HP OpenView Select ID 3.0.2 StdCon Media
T3535EA	HP OpenView Select ID 3.3 Std Con Media
T3535FA	HP Select Identity 3.3.1 StdCon Media
T3536AA	HPOV SI Std Connector LTU
T3537AA	HP OpenView Select ID 1,000+ LTU

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T3539AA	HP OpenView Select ID 25,000+ LTU
T3540AA	HP OpenView Select ID Enterprise LTU
T3541AA	HP OpenView Select ID B2B Site Lic LTU
T3542AA	HP OpenView Select ID B2C Site Lic LTU

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