

Hewlett-Packard Company
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hp.com



September 1, 2013

Dear HP Software Customer,

Thank you for being a Hewlett-Packard (HP) Software customer and using the HP ServiceCenter version 6.2x software as your Service Management solution.

HP recognizes that the vital business function of a reliable service desk has never been greater, and yet, because of the challenges you face, you have not been able to complete the migration of HP ServiceCenter.

In response to customer feedback and in demonstration of our commitment to you, HP will extend the End of Support (EoS) date of ServiceCenter 6.2x by one year, to December 31, 2014. This extension will allow you more time to stabilize your businesses and IT so that you can realize the greatest return on investment when you transition to HP Service Manager or HP Service Anywhere.

This announcement supersedes the earlier announcement made for ServiceCenter Limited Extended Support in July 2013. With the extension of EoS, ServiceCenter returns to normal support without price uplift, including:

- The availability of either 9x5 or 24x7 support
- Patches and hot fixes would be delivered as appropriate
- Premier support availability

Note: As in the previous announcement, ServiceCenter Limited Extended Support will still be available in 2015.

To take advantage of standard support for ServiceCenter in 2014, please get in touch with your HP renewal sales representative or HP software business partner for more information.

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

End of Support

HP is committed to providing the highest level of customer care to you while you determine your future strategy for your ServiceCenter 6.2x products. The new End of Support time line is:

Date	Program Activity
December 31, 2014	End of Support for ServiceCenter 6.2x
January 1, 2015 through December 31, 2015	Limited Extended Support available for customers with a support contract for ServiceCenter 6.2x that was active at the time of quoting Limited Extended Support
December 31, 2016	End of Self-Help Support for ServiceCenter 6.2x

While ServiceCenter 6.2x may continue to meet your immediate needs, HP recommends that all customers upgrade to HP Service Manager. Please note that all ServiceCenter 6.2x customers with active support contracts are eligible to upgrade to the latest version of Service Manager 9.x. If you are considering upgrade to Service Manager, we recommend contacting support so we can provide any necessary assistance.

Please refer to attached Appendix A for definition of terms for product obsolescence and Appendix B for the list of affected ServiceCenter 6.2x product numbers.

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: hp.com/go/hpsoftwaresupport

HP once again wishes to thank you for choosing HP ServiceCenter 6.2x. 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 4.4 of the HP Software Release & Support policy. Definitions of terms are provided by the HP Software product version obsolescence documented at:

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 is 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 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 SKUs

SKU	Product Description
T4010BA	HP Svc Ctr 6.2 ENG Media
T4010BAE	HP SC 6.2 English SW E-Media
T4010BD	HP ServiceCenter 6.2 German Media
T4010BDE	HP SC 6.2 German SW E-Media
T4010BE	HP ServiceCenter 6.2 Spanish Media
T4010BEE	HP SC 6.2 Spanish SW E-Media
T4010BF	HP ServiceCenter 6.2 French Media
T4010BFE	HP SC 6.2 French SW E-Media
T4010BJ	HP ServiceCenter 6.2 Japanese Media
T4010BJE	HP SC 6.2 Japanese SW E-Media
T4010BK	HP SC 6.2 Korean SW Media
T4010BKE	HP SC 6.2 Korean SW E-Media
T4010BS	HP ServiceCenter 6.2 Simp.Chinese media
T4010BSE	HP SC 6.2 Simple Chinese SW E-Media
T4010BZ	HP ServiceCenter 6.2 Italian Media
T4010BZE	HP SC 6.2 Italian SW E-Media
T4012AA	HP SC Srv Spt Fnd w/SST Flt Usr SW LTU
T4012AA#001	HP Svc Ctr Clnt Flt Usr Software LTU
T4012AA#002	HP Svc Ctr Win Clnt Flt Usr Software LTU
T4012AAE	HP SC Srv Spt Fnd w/SST Flt Usr SW E-LTU
T4013AA	HP SC Serv Spt Fnd w/SST Nmd Usr SW LTU

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SKU	Product Description
T4013AA#001	HP Svc Ctr Web Clnt Nmd Usr Software LTU
T4013AA#002	HP Svc Ctr Win Clnt Nmd Usr Software LTU
T4013AAE	HP SC Srv Spt Fnd w/SST Nmd Usr SW E-LTU
T4014AA	HP Svc Ctr Win Clnt Flt Usr Software LTU
T4014AAE	HP SC Win Client Flt Usr SW E-LTU
T4015AA	HP Svc Ctr Win Clnt Nmd Usr Software LTU
T4015AAE	HP SC Win Client Nmd Usr SW E-LTU
T4016AA	HP Svc Ctr Web Clnt Flt Usr Software LTU
T4016AAE	HP SC Web Client Flt Usr SW E-LTU
T4017AA	HP Svc Ctr Web Clnt Nmd Usr Software LTU
T4017AAE	HP SC Web Client Nmd Usr SW E-LTU
T4018AA	HP Svc Ctr Prb Mgmt Flt Usr Software LTU
T4018AAE	HP SC Problem Mgmt Flt Usr SW E-LTU
T4019AA	HP Svc Ctr Prb Mgmt Nmd Usr Software LTU
T4019AAE	HP SC Problem Mgmt Nmd Usr SW E-LTU
T4020AA	HP Svc Ctr Cng Mgmt Flt Usr Software LTU
T4020AAE	HP SC Change Mgmt Flt Usr SW E-LTU
T4021AA	HP Svc Ctr Cng Mgmt Nmd Usr Software LTU
T4021AAE	HP SC Change Mgmt Nmd Usr SW E-LTU
T4022AA	HP Svc Ctr Req Mgmt Flt Usr Software LTU
T4022AAE	HP SC Request Mgmt Flt Usr SW E-LTU
T4023AA	HP Svc Ctr Req Mgmt Nmd Usr Software LTU
T4023AAE	HP SC Request Mgmt Nmd Usr SW E-LTU
T4024AA	HP Svc Ctr SLM Flt Usr Software LTU
T4024AAE	HP SC SLM Flt Usr SW E-LTU
T4025AA	HP Svc Ctr SLM Nmd Usr Software LTU
T4025AAE	HP SC SLM Nmd Usr SW E-LTU
T4026AA	HP Svc Ast Con Flt Usr Software LTU
T4026AAE	HP SC Asset Contracts Flt Usr SW E-LTU
T4027AA	HP Svc Ctr Ast Con Nmd Usr Software LTU
T4027AAE	HP SC Asset Contracts Nmd Usr SW E-LTU
T4028AA	HP Svc Ctr Sch Mnt Flt Usr Software LTU
T4028AAE	HP SC Sched Maint Flt Usr SW E-LTU
T4029AA	HP Svc Ctr Sch Mnt Nmd Usr Software LTU
T4029AAE	HP SC Sched Maint Nmd Usr SW E-LTU
T4030AA	HP Svc Ctr Dist Per Unit Software LTU
T4030AAE	HP SC Distributed Per Unit SW E-LTU
T4034AA	HP SC Serv Spt Found w/GS Flt Usr LTU
T4035AA	HP SC Serv Spt Found w/GS Nmd Usr LTU

SKU	Product Description
T4036AA	HP SC Essnt Base Sys Flt Usr Sync SW LTU
T4036AAE	HP SC Essentials Flt Usr Sync SW E-LTU
T4037AA	HP SC Essnt Base Sys Nmd Usr Sync SW LTU
T4037AAE	HP SC Essentials Nmd Usr Sync SW E-LTU
T4038AA	HP SC Base Mod Flt Usr Sync SW LTU
T4038AAE	HP SC Base Module Flt Usr Sync SW E-LTU
T4039AA	HP SC Base Mod Nmd Usr Sync SW LTU
T4039AAE	HP SC Base Module Nmd Usr Sync E-LTU
T4040AA	HP SC Java Clnt Flt Usr Sync SW LTU
T4041AA	HP SC Java Clnt Nmd Usr Sync SW LTU
T4042AA	HP SC 3270 Clnt Flt Usr Sync SW LTU
T4042AAE	HP SC 3270 Client Flt Usr Sync SW E-LTU
T4043AA	HP SC 3270 Clnt Nmd Usr Sync SW LTU
T4043AAE	HP SC 3270 Client Nmd Usr Sync SW E-LTU
T4044AA	HP SC Text Clnt Flt Usr Sync SW LTU
T4044AAE	HP SC Text Client Flt Usr Sync SW E-LTU
T4045AA	HP SC Text Clnt Nmd Usr Sync SW LTU
T4045AAE	HP SC Text Client Nmd Usr Sync SW E-LTU
T4046AA	HP SC Indt Mgmt. Flt Usr Sync SW LTU
T4046AAE	HP SC Incidnt Mgmt Flt Usr Sync SW E-LTU
T4047AA	HP SC Indt Mgmt Nmd Usr Sync SW LTU
T4047AAE	HP SC Incidnt Mgmt Nmd Usr Sync SW E-LTU
T4048AA	HP SC Prob Mgmt Flt Usr Sync SW LTU
T4048AAE	HP SC Problem Mgmt Flt Usr Sync SW E-LTU
T4049AA	HP SC Prob Mgmt Nmd Usr Sync SW LTU
T4049AAE	HP SC Problem Mgmt Nmd Usr Sync SW E-LTU
T4050AA	HP SC Cng Mgmt Flt Usr Sync SWLTU
T4050AAE	HP SC Change Mgmt Flt Usr Sync SW E-LTU
T4051AA	HP SC Cng Mgmt Nmd Usr Sync SW LTU
T4051AAE	HP SC Change Mgmt Nmd Usr Sync SW E-LTU
T4052AA	HP SC Req Mgmt Flt Usr Sync SW LTU
T4052AAE	HP SC Request Mgmt Flt Usr Sync SW E-LTU
T4053AA	HP SC Req Mgmt Nmd Usr Sync SW LTU
T4053AAE	HP SC Request Mgmt Nmd Usr Sync SW E-LTU
T4054AA	HP SC Svc Mgmt Flt Usr Sync SW LTU
T4054AAE	HP SC Service Mgmt Flt Usr Sync SW E-LTU
T4055AA	HP SC Svc Mgmt Nmd Usr Sync SW LTU
T4055AAE	HP SC Service Mgmt Nmd Usr Sync SW E-LTU
T4056AA	HP SC SLM Flt Usr Sync SW LTU

SKU	Product Description
T4056AAE	HP SC SLM Flt Usr Sync SW E-LTU
T4057AA	HP SC SLM Nmd Usr Sync SW LTU
T4057AAE	HP SC SLM Nmd Usr Sync SW E-LTU
T4058AA	HP SC SLA Mgmt Flt Usr Sync SW LTU
T4059AA	HP SC SLA Mgmt Nmd Usr Sync SW LTU
T4060AA	HP SC Con Mgmt Flt Usr Sync SW LTU
T4061AA	HP SC Con Mgmt Nmd Usr Sync SW LTU
T4062AA	HP SC Asset Con Flt Usr Sync SW LTU
T4062AAE	HP SC Asset Cntrct Flt Usr Sync SW E-LTU
T4063AA	HP SC Ast Con Nmd Usr Sync SW LTU
T4063AAE	HP SC Asset Cntrct Nmd Usr Sync SW E-LTU
T4064AA	HP SC Inv & Cfg Mgt Flt Usr Sync SW LTU
T4064AAE	HP SC Config Mgmt Flt Usr Sync SW E-LTU
T4065AA	HP SC Inv & Cfg Mgmt Nmd Usr Sync SW LTU
T4065AAE	HP SC Config Mgmt Nmd Usr Sync SW E-LTU
T4066AA	HP SC Sch Mnt Flt Usr Sync SW LTU
T4066AAE	HP SC Sched Maint Flt Usr Sync SW E-LTU
T4067AA	HP SC Sch Mnt Nmd Usr Sync SW LTU
T4067AAE	HP SC Sched Maint Nmd Usr Sync SW E-LTU
T4068AA	HP SC IR Expert Flt Usr Sync SW LTU
T4068AAE	HP SC IR Expert Flt Usr Sync SW E-LTU
T4069AA	HP SC IR Expert Nmd Usr Sync SW LTU
T4069AAE	HP SC IR Expert Nmd Usr Sync SW E-LTU
T4070AA	HP SC Rpt Cntr Flt Usr Sync SW LTU
T4070AAE	HP SC Report Centr Flt Usr Sync SW E-LTU
T4071AA	HP SC Rpt Ctr Nmd Usr Sync SW LTU
T4071AAE	HP SC Report Centr Nmd Usr Sync SW E-LTU
T4072AA	HP Svc Ctr Rapid Appl Dev Software LTU
T4230AA	HP SC Catalog ESS Usr 100+/100 SW LTU
T4230AAE	HP SC Catlg ESS Usr 100+/100 SW E-LTU
T4231AA	HP SC Catalog ESS Usr 5,000+/100 SW LTU
T4231AAE	HP SC Catlg ESS Usr 5,000+/100 SW E-LTU
T4232AA	HP SC Catalog ESS Usr 10,000+/100 SW LTU
T4232AAE	HP SC Catlg ESS Usr 10,000+/100 SW E-LTU
T4233AA	HP SC Catalog ESS Usr 25,000+/100 SW LTU
T4233AAE	HP SC Catlg ESS Usr 25,000+/100 SW E-LTU
T4234AA	HP SC Catalog ESS Usr 50,000+/100 SW LTU
T4234AAE	HP SC Catlg ESS Usr 50,000+/100 SW E-LTU
T4236AA	HP SC KM Search Engine 1.0 SW Media

SKU	Product Description
T4236AAE	HP SC KM Search Engine 1.0 SW E-Media
T4236BA	HP SC KM Search Engine 1.1 SW Media
T4236BAE	HP SC KM Search Engine 1.1 SW E-Media
T4241AA	HP SC KM ESS Usr 50,000+/100 SW LTU
T4241AAE	HP SC KM ESS Usr 50,000+/100 SW E-LTU
T4242AA	HP SC KM ESS Per CPU SW LTU
T4242AAE	HP SC KM ESS Per CPU SW E-LTU
T4243AA	HP SC KM Nmd Usr SW LTU
T4243AAE	HP SC KM Nmd Usr SW E-LTU
T4244AA	HP SC KM Flt Usr SW LTU
T4244AAE	HP SC KM Flt Usr SW E-LTU
T4537AA	HP SC SOAP API SDK User SW LTU
T4537AAE	HP SC SOAP API SDK User SW E-LTU
T4538AA	HP SC SOAP API SDK Server SW LTU
T4538AAE	HP SC SOAP API SDK Server SW E-LTU
T4790AA	HP SC Catalog ESS Per CPU SW LTU
T4790AAE	HP SC Catlg ESS Per CPU SW E-LTU
T4791AA	HP SC KM ESS Usr 100+/100 SW LTU
T4791AAE	HP SC KM ESS Usr 100+/100 SW E-LTU
T4792AA	HP SC KM ESS Usr 5,000+/100 SW LTU
T4792AAE	HP SC KM ESS Usr 5,000+/100 SW E-LTU
T4793AA	HP SC KM ESS Usr 10,000+/100 SW LTU
T4793AAE	HP SC KM ESS Usr 10,000+/100 SW E-LTU
T4794AA	HP SC KM ESS Usr 25,000+/100 SW LTU
T4794AAE	HP SC KM ESS Usr 25,000+/100 SW E-LTU
T4820AA	HP IT Svc Perf Suite 6.2 SW Media
T4820AAE	HP IT Svc Perf Suite 6.2 SW E-Media
T4826AA	HP Change Mgmt Suite 3.00 SW Media
T4826AAE	HP Change Mgmt Suite 3.00 SW E-Media
TE006AA	HP IT SPS Flt Usr 6.20 w/o ITPA SW LTU
TE006AAE	HP IT SPS Flt Usr 6.20 w/o ITPA SW E-LTU
TE007AA	HP IT SPS Nmd Usr 6.20 w/o ITPA SW LTU
TE007AAE	HP IT SPS Nmd Usr 6.20 w/o ITPA SW E-LTU