



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

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

HP Software Services November 21, 2007

HP ServiceCenter

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

Dear HP Software Customer,

Hewlett-Packard (HP) is announcing version discontinuance of HP ServiceCenter (SC) 5.0.x and prior, effective as of the dates set forth below. And HP is very happy to announce the availability of Service Manager 7.00, the successor product to ServiceCenter.

This letter is being sent to HP ServiceCenter support customers worldwide and is relevant to HP ServiceCenter version 5.0.x and prior, to inform you of the end of support plans.

#### Product Status and Information Notification

In December of 2005, Hewlett-Packard (HP) announced its intent to converge the HP ServiceCenter and HP Service Desk products as a result of the Peregrine Systems acquisition. With the successor product, Service Manager 7.00, generally available today, this notification letter is being sent to HP ServiceCenter customers worldwide to make you aware of the product discontinuance decision and to inform you of what steps HP is taking to help protect your investment in HP ServiceCenter. This notification is intended to help you plan for available upgrade opportunities when it makes the best business sense for you and your organization.

HP wants to ensure that this upgrade is a positive experience for you. HP intends to do this through a program that consists of:

- A beneficial license entitlement.
- Little to no impact to support contract prices.
- HP Consulting and Integration and certified partners that can help you with your upgrade.
- Upgrade tools that ease upgrade efforts.
- Several on-line HP Education courses to train your administrators and end-users on either Service Center 6.2 or Service Manager 7.00.
- New features and functions in Service Manager 7.00:
  - Ease of Use features for both end users and administrators.
  - Service Lifecycle Management support– The ability to establish, maintain, order and track all goods and services delivered by IT to the consumers of IT services.
  - Enhanced Integrations – tighter integrations with the HP Software BTO portfolio.
  - Significantly simplified pricing and structure.

Hewlett-Packard is committed to making the migration as smooth as possible. By converging onto Service Manager, HP will be able to deliver greater return for your ongoing investment both in terms of value and innovation.



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#### 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 HP SC 5.0.x and prior products. Please read below for key timelines and support options that are now available to you:

Date	Program Activity
November 21, 2007	Product discontinuance announced
January 1, 2009	End of Sale (no longer orderable or available for purchase)
December 31, 2009	End of Support
December 31, 2011	End of Self-Help Support

Please note that all HP SC 5.0.x and prior customers with active support contracts are eligible to upgrade to HP ServiceCenter 6.2.x or migrate to HP Service Manager 7.00 via a license exchange.

While the HP SC 5.0.x and prior may continue to meet your immediate needs, HP recommends that all customers upgrade to HP ServiceCenter 6.2.x or migrate to HP Service Manager 7.00.

Please refer to attached Appendices A and B for 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.

In addition, for technical assistance and information, please visit Software Support Online: [www.hp.com/go/hpsoftwaresupport](http://www.hp.com/go/hpsoftwaresupport)

Additional information, webinars and whitepapers, will be available on HP Customer Connection: [www.hp.com/go/swcustomerconnection](http://www.hp.com/go/swcustomerconnection)

HP once again wishes to thank you for choosing HP ServiceCenter as your preferred service management software. We appreciate your business and look forward to continuing to serve your business needs in the future.

Sincerely,

HP Software Services

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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/hpsupportsupport/support-lifecycle](http://www.hp.com/go/hpsupportsupport/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

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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 – the product numbers listed in this appendix will reach End of Sale and End of Support, on the dates defined in this document, when the products are used with ServiceCenter versions 5.0.x and prior - ONLY.

(PLEASE NOTE: For customers running ServiceCenter versions 5.1.x and higher, these product numbers, while under an active Support Contract, will continue to be available for sale and support until further notice.)

Product #	Description
T4012AA / AAE	HP SC Server Support Foundation with SST Floating User SW LTU / E-LTU
T4012AA#001	HP SC Web Client Floating
T4012AA#002	HP SC Windows Client Floating
T4013AA / AAE	HP SC Server Support Foundation with SST Named User SW LTU / E-LTU
T4013AA#001	HP SC Web Client Named
T4013AA#002	HP SC Windows Client Named
T4014AA / AAE	HP SC Windows Client Floating User SW LTU / E-LTU
T4015AA / AAE	HP SC Windows Client Named User SW LTU / E-LTU
T4016AA / AAE	HP SC Web Client Floating User SW LTU / E-LTU
T4017AA / AAE	HP SC Web Client Named User User SW LTU / E-LTU
T4018AA / AAE	HP SC Problem Management Floating User SW LTU / E-LTU
T4019AA / AAE	HP SC Problem Management Named User SW LTU / E-LTU
T4020AA / AAE	HP SC Change Management Floating User SW LTU / E-LTU
T4021AA / AAE	HP SC Change Management Named User SW LTU / E-LTU
T4022AA / AAE	HP SC Request Management Floating User SW LTU / E-LTU
T4023AA / AAE	HP SC Request Management Named User SW LTU / E-LTU
T4024AA / AAE	HP SC SLM Floating User SW LTU / E-LTU
T4025AA / AAE	HP SC SLM Named User SW LTU / E-LTU
T4026AA / AAE	HP SC Asset Contracts Floating User SW LTU / E-LTU
T4027AA / AAE	HP SC Asset Contracts Named User SW LTU / E-LTU
T4030AA / AAE	HP SC Distributed Per Unit LTU / E-LTU
T4034AA	HP SC Serv Spt Found w/GS Flt Usr SW LTU
T4035AA	HP SC Serv Spt Found w/GS Nmd Usr SW LTU

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T4036AA / AAE	HP SC Essnt Base Sys Flt Usr Sync SW LTU / E-LTU
T4037AA / AAE	HP SC Essnt Base Sys Nmd Usr Sync SW LTU / E-LTU
T4038AA / AAE	HP SC Base Module Flt Usr Sync SW LTU / E-LTU
T4039AA / AAE	HP SC Base Module Nmd Usr Sync SW LTU / E-LTU
T4040AA	HP SC Java Client Flt Usr Sync LTU
T4041AA	HP SC Java Client Nmd Usr Sync LTU
T4042AA / AAE	HP SC 3270 Client Flt Usr Sync SW LTU / E-LTU
T4043AA / AAE	HP SC 3270 Client Nmd Usr Sync SW LTU / E-LTU
T4044AA / AAE	HP SC Text Client Flt Usr Sync SW LTU / E-LTU
T4045AA / AAE	HP SC Text Client Nmd Usr Sync SW LTU / E-LTU
T4046AA / AAE	HP SC Incident Mgt. Flt Usr Sync SW LTU / E-LTU
T4047AA / AAE	HP SC Incident Mgt. Nmd Usr Sync SW LTU / E-LTU
T4048AA / AAE	HP SC Prob. Mgt. Flt Usr Sync SW LTU / E-LTU
T4049AA / AAE	HP SC Prob. Mgt. Nmd Usr Sync SW LTU / E-LTU
T4050AA / AAE	HP SC Change Mgt. Flt Usr Sync SW LTU / E-LTU
T4051AA / AAE	HP SC Change Mgt. Nmd Usr Sync SW LTU / E-LTU
T4052AA / AAE	HP SC Rqust. Mgt. Flt Usr Sync SW LTU / E-LTU
T4053AA / AAE	HP SC Rqust. Mgt. Nmd Usr Sync SW LTU / E-LTU
T4054AA / AAE	HP SC Service Mgt. Flt Usr Sync SW LTU / E-LTU
T4055AA / AAE	HP SC Service Mgt. Nmd Usr Sync SW LTU / E-LTU
T4056AA / AAE	HP SC SLM Flt Usr Sync SW LTU / E-LTU
T4057AA / AAE	HP SC SLM Nmd Usr Sync SW LTU / E-LTU
T4058AA	HP SC SLA Mgt. Flt Usr Sync LTU
T4059AA	HP SC SLA Mgt. Nmd Usr Sync LTU
T4060AA	HP SC Contract Mgt. Flt Usr Sync LTU
T4061AA	HP SC Contract Mgt. Nmd Usr Sync LTU
T4062AA / AAE	HP SC Asset Ctrcts Flt Usr Sync SW LTU / E-LTU
T4063AA / AAE	HP SC Asset Ctrcts Nmd Usr Sync SW LTU / E-LTU
T4064AA / AAE	HP SC Configuration Mgt (Inv & Cfg Mgt) Flt Usr Sync SW LTU / E-LTU
T4065AA / AAE	HP SC Configuration Mgt (Inv & Cfg Mgt) Nmd Usr Sync SW LTU / E-LTU
T4066AA / AAE	HP SC Sched. Maint. Flt Usr Sync SW LTU / E-LTU
T4067AA / AAE	HP SC Sched. Maint. Nmd SW LTU / E-LTU
T4068AA / AAE	HP SC IR Expert Flt Usr Sync SW LTU / E-LTU
T4069AA / AAE	HP SC IR Expert Nmd Usr Sync SW LTU / E-LTU
T4070AA / AAE	HP SC Report Center Flt Usr Sync SW LTU / E-LTU
T4071AA / AAE	HP SC Report Center Nmd Usr Sync SW LTU / E-LTU
T4230AA / AAE	HP SC for Catalog Enterprise Self- Service User 100 SW LTU / E-LTU+/100 SW LTU / E-LTU
T4231AA / AAE	HP SC for Catalog Enterprise Self- Service User 5,000+/100 SW LTU / E-LTU
T4232AA / AAE	HP SC for Catalog Enterprise Self- Service User 10,000+/100 SW LTU / E-LTU

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T4233AA / AAE	HP SC for Catalog Enterprise Self- Service User 25,000+/100 SW LTU / E-LTU
T4234AA / AAE	HP SC Catalog Enterprise Self- Service User 50,000+/100 SW LTU / E-LTU
T4241AA / AAE	HP SC for Knowledge Management ESS User 50,000+/100 SW LTU / E-LTU
T4242AA / AAE	HP SC KM per CPU SW LTU / E-LTU
T4243AA / AAE	HP SC Knowledge Management Named SW LTU / E-LTU
T4244AA / AAE	HP SC Knowledge Management Floating SW LTU / E-LTU
T4790AA / AAE	HP SC Catalog ESS Per CPU SW LTU / E-LTU
T4791AA / AAE	HP SC for Knowledge Management ESS User 100+/100 SW LTU / E-LTU
T4792AA / AAE	HP SC for Knowledge Management ESS User 5,000+/100 SW LTU / E-LTU
T4793AA / AAE	HP SC for Knowledge Management ESS User 10,000+/100 SW LTU / E-LTU
T4794AA / AAE	HP SC for Knowledge Management ESS User 25,000+/100 SW LTU / E-LTU
T4236AA / AAE	HP SC Knowledge Management Search Engine 1.0 SW Media / E-Media
T4236BA / BAE	HP SC Knowledge Management Search Engine 1.1 SW Media / E-Media
T4010AA /	HP SC 6.1 English SW Media /
T4010BA / BAE	HP SC 6.2 English SW Media / E-Media
T4010AD / ADE	HP SC 6.1 German SW Media / E-Media
T4010BD / BDE	HP SC 6.2 German SW Media / E-Media
T4010AE / AEE	HP SC 6.1 Spanish SW Media / E-Media
T4010BE / BEE	HP SC 6.2 Spanish SW Media / E-Media
T4010AF / AFE	HP SC 6.1 French SW Media / E-Media
T4010BF / BFE	HP SC 6.2 French SW Media / E-Media
T4010AJ / AJE	HP SC 6.1 Japanese SW Media / E-Media
T4010BJ / BJE	HP SC 6.2 Japanese SW Media / E-Media
T4010BK / BKE	HP SC 6.1/6.2 Korean SW Media / E-Media
T4010BS / BSE	HP SC 6.1/6.2 Simplified Chinese SW Media / E-Media
T4010AF / AZE	HP SC 6.1 Italian SW Media / E-Media
T4010BF / BZE	HP SC 6.2 Italian SW Media / E-Media
T4032AA	HP SC 5.1 SW Manual
T4033AA	HP SC 5.1 Software Manual

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