



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

www.hp.com

HP Software Services Nov 21, 2007

HP Mercury Service Desk

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

Dear HP Software Customer,

Hewlett-Packard (HP) is very happy to announce the availability of Service Manager 7.00 as a successor product to Mercury Service Desk (MSD), following a previous notification from January 2007 of MSD End Of Life (EOL)

This letter is being sent to MSD support customers worldwide, to inform you of the end of support plans and your migration options.

Product Status and Information Notification

In early 2007, Hewlett-Packard (HP) communicated its intent to offer a migration path from Mercury Service Desk to Service Manager as a result of the Mercury Interactive acquisition. With the successor product, Service Manager 7.00, generally available today, this notification letter is being sent to Mercury Service Desk customers worldwide to inform you of what steps HP is taking to help protect your previous investment in MSD. This notification is intended to help you plan for available migration opportunities when it makes the best business sense for you and your organization.

HP wants to ensure that this migration 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 migration.
- Several on-line HP Education courses to train your administrators and end-users about Service Manager 7.00.

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 MSD products. Please read below for key timelines and support options that are now available to you:

Date	Program Activity
January 2007	Mercury Service Desk EOL letter
Nov 21, 2007	Product replacement letter
Jan 31, 2009	End of Full Support (as stated in the MSD EOL Letter)
Jan 31, 2010	End of Partial Support (as stated in the MSD EOL Letter)

Please note that all MSD customers with active support contracts are eligible to migrate to HP Service Manager version 7.00.

While Mercury Service Desk may continue to meet your immediate needs, HP recommends that all customers migrate to HP Service Manager version 7.00.

Please refer to attached Appendices A and B for MSD 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/hpssoftwaresupport

HP once again wishes to thank you for choosing HP Mercury Service Desk as your preferred 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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For more information, go to www.managementsoftware.hp.com

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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/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.

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

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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 MSD Product List

Product #	Description
T5672AA	HP Mercury SD Casual Usr SW LTU
T5673AA	HP Mercury SD Concurrent Usr SW LTU
T5674AA	HP Mercury SD Foundation SW LTU
T5675AA	HP Mercury SD Named Usr SW LTU

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