



Hewlett-Packard Company
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HP Support November 2011

Operations Agent, Performance Agent, GlancePlus & GlancePlus Pak

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

Dear HP Software Customer,

Hewlett-Packard (HP) is announcing the discontinuance of HP Operations Agent 8.6x, HP Performance Agent 5.0x, HP GlancePlus 5.0x, and HP GlancePlus Pak 5.0x versions effective as of the dates set forth below.

This letter is for HP Operations Agent, HP Performance Agents, and HP Glance 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 HP Operations Agent 8.6x, HP Performance Agent 5.0x, HP GlancePlus 5.0x, and HP GlancePlus Pak 5.0x products. Please read the table below for key timelines and support options that are now available to you:

Date	Program Activity
Nov 1, 2011	Product discontinuance announced
Jan 1, 2012	End of sale (no longer orderable or available for purchase)
Aug. 31, 2013	End of Support for HP Operations Agent 8.6x, HP Performance Agent 5.0x, HP GlancePlus 5.0x, and HP GlancePlus Pak 5.0x
Aug 31, 2015	End of Self-Help Support for HP Operations Agent 8.6x, HP Performance Agent 5.0x, HP GlancePlus 5.0x, and HP GlancePlus Pak 5.0x.

All HP Operations Agent 8.6x, HP Performance Agent 5.0x, HP GlancePlus 5.0x, and HP GlancePlus Pak 5.0x customers with active support contracts are eligible to upgrade to version 11.0x of the corresponding products. These new versions are now combined into the single installable product HP Operations Agent 11.0x. The consolidated agent improves your install/maintenance experience and reduces your operational expenses. There are no changes in licensing and entitlement.

If a platform is being dropped between agent versions that your organization must maintain, please contact your account representative for details on a custom support plan to meet your needs.



November 2011
Page 2

Our customers have asked to define a quick table to identify the types of support available during obsolescence. The following table, along with the definitions in Appendix A should address your needs:

	General Support	Once Obsolescence Announced	End of Support
New Platform Support	Yes	No	No
Security Fixes	Yes	Yes	No
Critical Bug Fixes	Yes	Yes ⁽ⁱ⁾ /No ⁽ⁱⁱ⁾	No
Non-Critical Bug Fixes	Yes	No	No
Technical Support Helpdesk	Yes	Yes	No
Self-Help Portal	Yes	Yes	Yes

- i. 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. If the last bug fix patch release is deemed to create a critical condition which results in data corruption, data loss, system crash, or significant customer application down time and there is no "HP" work-around that can be implemented, HP will provide at a minimum a Hotfix.
- ii. Since these agents have achieved version maturity new platforms will be certified in the latest version of the agent.

Please refer to attached Appendix A for definition of terms for product obsolescence and Appendix B for the list of affected HP Operations Agent 8.6x, HP Performance Agent 5.0x, HP GlancePlus 5.0x, and HP GlancePlus Pak 5.0x 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/hpsoftwaresupport

HP once again wishes to thank you for choosing HP Operations Agent. We appreciate your business and look forward to continuing to serve your business needs in the future.

Sincerely,

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For more information, go to www.managementsoftware.hp.com



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HP Support

November 2011
Page 3

APPENDIX A: Definitions

This product version obsolescence is covered by version 4.3 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.

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

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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

Product Number	Product Description
B3693AA	HP Glance+/UX 11i SW Media
B3693AAE	HP Glance+/UX 11i Eng SW E-Media
B3695AA	HP GlancePlus Sun SPARC Software Media
B3695AAE	HP Glance+ Sun SPARC Eng SW E-Media
B3697AA	HP GlancePlus IBM Software Media
B3697AAE	HP GlancePlus IBM Eng SW E-Media
T2447AA	HP GlancePlus Lnx Wksn Software Media
T2447AAE	HP Glance+ Lnx Wksn Eng SW E-Media
T2448AA	HP GlancePlus Lnx Svr Software Media
T2448AAE	HP Glance+ Lnx Svr Eng SW E-Media
B3701AA	HP GlancePlus/UX Pak HP-UX 11 SW Media
B3701AAE	HP Glance+/UX Pk 11 Eng SW E-Media
B3703AA	HP GlancePlus Pak 2000 Sun SW MM
B3703AAE	HP Glance+ Pk 2K Sun Eng SW E-Media
B3705AA	HP GlancePlus Pak 2000 IBM Software MM
B3705AAE	HP Glance+ Pk 2K IBM Eng SW E-Media
T2449AA	HP GlancePlus Pk Wksn Lnx Software Media
T2449AAE	HP Glance+ Pk Wkn Ln Eng SW E-Media
T2450AA	HP GlancePlus Pk Svr Lnx Software Media
T2450AAE	HP Glance+ Pk Svr Ln Eng SW E-Media