HP Software Services   March 1, 2010

HP Operations Manager for Windows

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

Dear HP Software Customer,

Hewlett-Packard (HP) is announcing the version discontinuance of HP Operations Manager for Windows (HPOM for Windows) 7.5x & 8.0x versions, effective as of the dates set forth below.

This letter is being published for HPOM for Windows 7.5x & 8.0x version 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 HPOM for Windows 7.5x & 8.0x version products. Please read below for key timelines and support options that are now available to you:

Date	Program Activity
March 1, 2010	Product discontinuance announced
May 1, 2010	End of Sale (no longer orderable or available for purchase)
August 31, 2011	End of Support
August 31, 2013	End of Self-Help Support

As announced earlier, DCE Agent support for HPOM for Windows 8.x in general will end at the same time as HPOM for Windows 7.5x reaches end of support (August 31, 2011).

Please note that all HPOM for Windows 7.5x & 8.0x version customers with active support contracts are eligible to upgrade to HP HPOM for Windows 8.16.

While the HPOM for Windows 7.5x & 8.0x versions may continue to meet your immediate needs, HP recommends that all customers upgrade to version 8.16.

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.

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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 Manager for Windows as your preferred operations management software. 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 4.3 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 the affected HP Software product/product versions will immediately be limited to self-solve support

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

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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 HPOM FOR WINDOWS 7.5x & 8.0x Version Product List

Product #	Description
B7406XA	HP Ops Mgr 7.x Windows Mgmt Svr SW LTU
B7406XAE	HP Ops Mgr 7.x Windows Mgmt Svr SW E-LTU
BB191XA	HP Ops Mgr 7.x Windows NP FO SW LTU
BB191XAE	HP Ops Mgr 7.x Windows NP FO SW E-LTU
B7405YA	HP Ops Mgr 7.x Windows Mgmt Svr SW LTU
B7405YAE	HP Ops Mgr 7.x Windows Mgmt Svr SW E-LTU
BB192YA	HP Ops/Perf Mgr 7.x Windows NP FO SW LTU
BB192YAE	HP Ops/Perf Mgr 7.x Win NP FO SW E-LTU
BA217AA	HP OM 7.5 Windows LE to LE Inst SW LTU
BA217AAE	HP OM 7.5 Windows LE to LE Inst SW E-LTU
BA218AA	HP OM 7.5 Windows LE Ext to Inst SW LTU
BA218AAE	HP OM 7.5 Windows LE Ext to Ins SW E-LTU
B7490YA	HP Ops/Perf 7.5 Win Eng Software Media
B7490YAE	HP Ops/Perf 7.5 Win Eng Software EMedia
B7490YJ	HP Ops/Perf 7.5 Win Jpn Software Media
B7490YK	HP Ops/Perf 7.5 Win Kor Software Media
B7490YKE	HP Ops/Perf 7.5 Windows Kor SW E-Media
B7490YS	HP Ops/Perf 7.5 Win S-CH Software Media
B7490YSE	HP Ops/Perf 7.5 Windows S-CH SW E-Media
BA219AA	HP OM Windows LE Inst 7.5 Eng SW Media
BA219AAE	HP OM Windows LE Inst 7.5 Eng SW E-Media
BA219AJ	HP OM Windows LE Inst 7.5 Jap SW Media
BA219AK	HP OM Windows LE Inst 7.5 Kor SW Media
BA219AKE	HP OM Windows LE Inst 7.5 Kor SW E-Media
BA219AS	HP OM Windows LE Inst 7.5 SCh SW Media
BA219ASE	HP OM Windows LE Inst 7.5 SCh SW E-Media
B7491YA	HP Ops Mgr 7.5 Win Eng Software Manual

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B7491YJ	HP Ops Mgr 7.5 Win JPN Software Manual
B7491YK	HP Ops Mgr 7.5 Win KOR Software Manual
B7491YS	HP Ops Mgr 7.5 Win SCH Software Manual

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