



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

www.hp.com

HP Support March 2010
HP Operations Agent

[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 8.1x and 8.5x versions effective as of the dates set forth below.

This letter for HP Operations Agent support customers worldwide, is to inform you of our end of support.

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 8.1x and 8.5x products. Please read the table below for key timelines and support options that are now available to you:

Date	Program Activity
March 1, 2010	Product discontinuance announced
April 1, 2010	End of sale (no longer orderable or available for purchase)
With Operations Manager for Windows 7.5x End of Support Date	End of Support for HP Operations Agent 7.5x
Sept. 30, 2011	End of Support for HP Operations Agent 8.1x
March 31, 2012	End of Support for HP Operations Agent 8.5x
March 31, 2014	End of Self-Help Support for HP Operations Agent 8.1x & 8.5x

All HP Operations Agent version 8.1x and 8.5x customers with active support contracts are eligible to upgrade to HP Operations Agent 8.60.

While the HP Operations Agent 8.1x and 8.5x have reached version maturity status (Appendix A) and may continue to meet your immediate needs, HP recommends that all customers upgrade to HP Operations Agent 8.60.

While HP tries to continue to adopt new platforms that meet market demands, we must also drop platforms where market demand has significantly dropped off. Therefore, the HP Operations Agent has decided to drop support of the following platforms as the instrumentation stack moves forward.

OS	OS Version	Last Remaining Operations Agent Version to
----	------------	--



March 1st, 2010

Page 2

		Support this platform
Asian Linux	3	Operations Agent 8.1X
Tru64	5.1B	Operations Agent 8.53
Windows	2000	Operations Agent 8.60 *Support will end when Microsoft's Extended Support is Retired http://support.microsoft.com/lifecycle/?p1=7274

If you need support for these platforms, you can remain on the latest version of the agent that supports the platform through the agent's obsolescence timeframe.

Our customers have asked to define a quick table of support during obsolescence. Therefore, to respond to this request, 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.

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.

For more information

© Copyright 2010 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

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



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

www.hp.com

March 1st, 2010

Page 3

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/hpsupport

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,

HP Support

© Copyright 2010 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

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

02/2010.



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

www.hp.com

March 1st, 2010

Page 4

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

© Copyright 2010 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

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

02/2010.



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

www.hp.com

March 1st, 2010

Page 5

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.

© Copyright 2010 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

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

02/2010.