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

HP Software Services   March 1, 2009

HP Operations Dashboard

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

Dear HP Software Customer,

Hewlett-Packard (HP) is announcing the product discontinuance of the HP Operations Dashboard, effective as of the dates set forth below.

The versions of the HP Operations Dashboard are:

HP Operations Dashboard ver 2.0
HP Operations Dashboard ver 2.1

This letter is being sent to the HP Operations Dashboard 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 Dashboard products. Please read below for key timelines and support options that are now available to you:

Date	Program Activity
March 1, 2009	Product discontinuance announced
May 1, 2009	End of sale (no longer orderable or available for purchase)
July 31, 2011	End of Support

Please note that this product obsolescence does not offer a one for one migration to another product. HP's ongoing Dashboard strategy is focused around building a best in class Business Service Management Dashboard (both operational and executive level). This Business Service Management Dashboard is essentially a free component when customers purchase HP Business Availability Center or HP Operations Manager i. To help in the technical migration, HP will provide a support pack release for Operations Dashboard. This support pack will allow you to use some of the portlets from Operations Dashboard, within the Business Service Management Dashboard. Please note that the support life of these portlets is same as the Operations Dashboard support life, the support pack is being provided to help customers in their technical migrations.

Please refer to attached Appendix A and B for HP Operations Dashboard definition of terms for product obsolescence and specific products affected by this announcement, respectively.

For more information

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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

We appreciate your business and look forward to continuing to serve your business needs in the future.

Sincerely,

HP Software Services

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.

APPENDIX B: End of availability of HP Operations Dashboard product list

Product #	Description
BB141AA	HP Ops Dashboard 2.00 Eng SW Media
BB141BA	HP Ops Dashboard 2.10 Eng SW Media
BB142AA	HP Ops Dashboard RHV Server SW LTU
BB143AA	HP Ops Dashboard OPV Server SW LTU
BB144AA	HP Ops Dashboard Norm User 5 Pk SW LTU
BB145AA	HP Ops Dashboard Cas User 50 Pk SW LTU
BB146AA	HP Smart Link Integ Adapter SW LTU
BB141BAE	HP Ops Dashboard 2.10 Eng SW E-Media

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BB142AAE	HP Ops Dashboard RHV Server SW E-LTU
BB143AAE	HP Ops Dashboard OPV Server SW E-LTU
BB144AAE	HP Ops Dashboard Norm User 5 Pk SW E-LTU
BB145AAE	HP Ops Dashboard Cas User 50 Pk SW E-LTU
BB146AAE	HP Smart Link Integ Adapter SW E-LTU

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