



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

www.hp.com

HP Software Services April 15, 2010

Oracle® for Server Automation

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

Dear HP Software Customer,

Hewlett-Packard (HP) is announcing product discontinuance of Oracle® for Server Automation, effective as of the dates set forth below.

This letter for Oracle® for Server Automation support customers worldwide, is to inform you of our end of availability and end of support plans. HP Server Automation will continue to use Oracle® as its database, the change is that customers will only be able to purchase Oracle® licenses and support directly from Oracle®.

End of Sale / End of Support

HP is committed to providing the highest level of customer care to you. HP will no longer offer the Oracle® for Server Automation product after each individual customer's support contract expiration date. Please get in touch with Oracle to purchase your licenses and support directly from Oracle.

Oracle® can be contacted via the web at <http://www.oracle.com>.

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

Date	Program Activity
April 15, 2010	Product discontinuance announced
June 1, 2010	End of Sale (no longer orderable or available for purchase)
End of Surrent Support Contract	End of Support

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.

In addition, for technical assistance and information, please visit Software Support Online: www.hp.com/go/swservices



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HP once again wishes to thank you for choosing Oracle® for Server Automation as your preferred Database software for use with HP Server Automation. 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

04/2010.



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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 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 Oracle® for Server Automation Product List

Product #	Description
T9061AA	Oracle for HP SA Eng SW Media
T9062AAE	Oracle for HP SA Eng SW E-Media
T9063AA	HP SA w/ Oracle DB SE SW LTU
T9064AA	HP SA w/ Oracle DB EE SW LTU
T9065AAE	HP SA w/ Oracle DB SE SW E-LTU
T9066AAE	HP SA w/ Oracle DB EE SW E-LTU

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