

Hewlett-Packard Company
3000 Hanover Street
Palo Alto, CA 94304

hp.com



July 16, 2013

Addressee's Name
Addressee's Title
Company Name
Street Address
City, State ZIP

Dear HP Software Customer,

Hewlett-Packard (HP) is announcing the product obsolescence of HP Performance Insight & Report Packs effective as of the dates set forth below.

This letter is for HP Performance Insight & Report Packs 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 Performance Insight & Report Packs products. Please read below for key timelines and support options that are now available to you:

Date	Program Activity
July 16, 2013	Product discontinuance announced
November 1, 2013	End of sale (no longer orderable or available for purchase)
May 31, 2015	End of Committed Support for HP Performance Insight & Report Packs 5.4x
May 31, 2017	End of Extended Support for HP Performance Insight & Report Packs 5.4x

Please note that all HP Performance Insight & Report Packs customers with active support contracts are eligible to migrate to HP Service Health Reporter.

While HP Performance Insight & Report Packs may continue to meet your immediate needs, HP recommends that all customers migrate to HP Service Health Reporter.

If you were using Performance Insight to report on network performance and/or advanced services (e.g. IP Telephony, MPLS), you also have the option to participate in a

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

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purchase promotion for Smart Plug-in for Performance and/or Advanced Services at a discounted price. Please contact your HP sales representative for more information.

Please refer to attached Appendix A for definition of terms for product obsolescence and Appendix B for the list of affected HP Performance Insight & Report Packs product numbers.

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: hp.com/go/hpssoftwaresupport

HP once again wishes to thank you for choosing HP Performance Insight & Report Packs. 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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APPENDIX A: Definitions

This product version obsolescence is covered by version 4.4 of the HP Software Release & Support policy. Definitions of terms are provided by the HP Software product version obsolescence documented at:

hp.com/go/hpssoftwaresupport/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 is 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.

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 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

SKU	Product Description
J5222GA	HP Perf Insight 5.40 English SW Media
J5222GAE	HP Perf Insight 5.40 English SW E-Media
J5222GJ	HP Perf Insight 5.40 Japanese SW Media
J5222GJE	HP Perf Insight 5.40 Japanese SW E-Media
J5222GS	HP Perf Insight 5.40 SChinese SW Media
J5222GSE	HP Perf Insight 5.40 SChinese SW E-Media
J5244AA	HP Perf Insight 5.40 RpPk Eng SW Media
J5244AAE	HP Perf Insight 5.40 RpPk Eng SW E-Media
T2663DAE	HP Perf Insight Core SW E-LTU
T2663DA	HP Perf Insight Core SW LTU
T2608DAE	HP Perf Insight Str Bndl Sys SW E-LTU
T2608DA	HP Perf Insight Str Bndl Sys SW LTU
T2680DAE	HP Perf Insight Str Bndl Net SW E-LTU
T2680DA	HP Perf Insight Str Bndl Net SW LTU
T2679DAE	HP Perf Insight Str Bndl IPT SW E-LTU
T2679DA	HP Perf Insight Str Bndl IPT SW LTU
T3978CAE	HP Perf Insight Str Bndl SD SW E-LTU
T3978CA	HP Perf Insight Str Bndl SD SW LTU
T2667AAE	HP Perf Insight 250 Node Software E-LTU
T2667AA	HP Perf Insight 250 Node Software LTU
T2668AAE	HP Perf Insight 1000 Node Software E-LTU
T2668AA	HP Perf Insight 1000 Node Software LTU

T2669AAE	HP Perf Insight 5000 Node Software E-LTU
T2669AA	HP Perf Insight 5000 Node Software LTU
T2670AAE	HP Perf Insight Unltd Node SW E-LTU
T2670AA	HP Perf Insight Unltd Node SW LTU
T2685AAE	HP Perf Insight DB Connector SW E-LTU
T2685AA	HP Perf Insight DB Connector SW LTU
T4705AAE	HP Perf Insight RpPk OperMgr SW E-LTU
T4705AA	HP Perf Insight RpPk OperMgr SW LTU
T2697AAE	HP Perf Insight RpPk SiteScp SW E-LTU
T2697AA	HP Perf Insight RpPk SiteScp SW LTU
T2666AAE	HP Perf Insight RpPk Sys Res SW E-LTU
T2666AA	HP Perf Insight RpPk Sys Res SW LTU
T2664AAE	HP Perf Insight RpPk NNM SW E-LTU
T2664AA	HP Perf Insight RpPk NNM SW LTU
T2654AAE	HP Perf Insight RpPk InfrUsg SW E-LTU
T2654AA	HP Perf Insight RpPk InfrUsg SW LTU
T2655AAE	HP Perf Insight RpPk L/W Edg SW E-LTU
T2655AA	HP Perf Insight RpPk L/W Edg SW LTU
T2661AAE	HP Perf Insight RpPk WAN Cor SW E-LTU
T2661AA	HP Perf Insight RpPk WAN Cor SW LTU
T2657AAE	HP Perf Insight RpPk IP Tele SW E-LTU
T2657AA	HP Perf Insight RpPk IP Tele SW LTU
T2662AAE	HP Perf Insight RpPk MPLSVPN SW E-LTU
T2662AA	HP Perf Insight RpPk MPLSVPN SW LTU
T2660AAE	HP Perf Insight RpPk Qlty As SW E-LTU
T2660AA	HP Perf Insight RpPk Qlty As SW LTU
T2656AAE	HP Perf Insight RpPk TrafPro SW E-LTU
T2656AA	HP Perf Insight RpPk TrafPro SW LTU
T3976AAE	HP Perf Insight RpPk SD CM SW E-LTU
T3976AA	HP Perf Insight RpPk SD CM SW LTU
T3975AAE	HP Perf Insight RpPk SD HDM SW E-LTU
T3975AA	HP Perf Insight RpPk SD HDM SW LTU
T3977AAE	HP Perf Insight RpPk SD SLM SW E-LTU
T3977AA	HP Perf Insight RpPk SD SLM SW LTU

T2696AAE	HP Perf Insight RpPk BPI SW E-LTU
T2696AA	HP Perf Insight RpPk BPI SW LTU
T2665AAE	HP Perf Insight RpPk InetSvc SW E-LTU
T2665AA	HP Perf Insight RpPk InetSvc SW LTU
TA559AAE	HP Perf Insight Core NP SW E-LTU
TA559AA	HP Perf Insight Core NP SW LTU
TA557AAE	HP Perf Insight DB Connector NP SW E-LTU
TA557AA	HP Perf Insight DB Connector NP SW LTU
TA578AAE	HP Perf Insight RpPk OpsMgr NP SW E-LTU
TA578AA	HP Perf Insight RpPk OperMgr NP SW LTU
TA574AAE	HP Perf Insight RpPk SiteScp NP SW E-LTU
TA574AA	HP Perf Insight RpPk Site Sc NP SW LTU
TA572AAE	HP Perf Insight RpPk Sys Res NP SW E-LTU
TA572AA	HP Perf Insight RpPk Sys Res NP SW LTU
TA570AAE	HP Perf Insight RpPk NNM NP SW E-LTU
TA570AA	HP Perf Insight RpPk NNM NP SW LTU
TA558AAE	HP Perf Insight Str Bndl Sys NP SW E-LTU
TA558AA	HP Perf Insight Str Bndl Sys NP SW LTU
TA563AAE	HP Perf Insight RpPk InfrUsg NP SW E-LTU
TA563AA	HP Perf Insight RpPk InfrUsg NP SW LTU
TA564AAE	HP Perf Insight RpPk L/W Edg NP SW E-LTU
TA564AA	HP Perf Insight RpPk L/W Edg NP SW LTU
TA568AAE	HP Perf Insight RpPk WAN Cor NP SW E-LTU
TA568AA	HP Perf Insight RpPk WAN Cor NP SW LTU
TA566AAE	HP Perf Insight RpPk IP Tele NP SW E-LTU
TA566AA	HP Perf Insight RpPk IP Tele NP SW LTU
TA569AAE	HP Perf Insight RpPk MPLSVPN NP SW E-LTU
TA569AA	HP Perf Insight RpPk MPLSVPN NP SW LTU
TA567AAE	HP Perf Insight RpPk Qlty As NP SW E-LTU
TA567AA	HP Perf Insight RpPk Qlty As NP SW LTU
TA565AAE	HP Perf Insight RpPk TrafPro NP SW E-LTU
TA565AA	HP Perf Insight RpPk TrafPro NP SW LTU
TA561AAE	HP Perf Insight Str Bndl Net NP SW E-LTU
TA561AA	HP Perf Insight Str Bndl Net NP SW LTU

TA560AAE	HP Perf Insight Str Bndl IPT NP SW E-LTU
TA560AA	HP Perf Insight Str Bndl IPT NP SW LTU
TA553AAE	HP Perf Insight 250 Node NP SW E-LTU
TA553AA	HP Perf Insight 250 Node NP SW LTU
TA554AAE	HP Perf Insight 1000 Node NP SW E-LTU
TA554AA	HP Perf Insight 1000 Node NP SW LTU
TA555AAE	HP Perf Insight 5000 Node NP SW E-LTU
TA555AA	HP Perf Insight 5000 Node NP SW LTU
TA556AAE	HP Perf Insight Unltd Node NP SW E-LTU
TA556AA	HP Perf Insight Unltd Node NP SW LTU
TA576AAE	HP Perf Insight RpPk SD CM NP SW E-LTU
TA576AA	HP Perf Insight RpPk SD CM NP SW LTU
TA575AAE	HP Perf Insight RpPk SD HDM NP SW E-LTU
TA575AA	HP Perf Insight RpPk SD HDM NP SW LTU
TA577AAE	HP Perf Insight RpPk SD SLM NP SW E-LTU
TA577AA	HP Perf Insight RpPk SD SLM NP SW LTU
TA562AAE	HP Perf Insight Str Bndl SD NP SW E-LTU
TA562AA	HP Perf Insight Str Bndl SD NP SW LTU
TA573AAE	HP Perf Insight RpPk BPI NP SW E-LTU
TA573AA	HP Perf Insight RpPk BPI NP SW LTU
TA571AAE	HP Perf Insight RpPk InetSvc NP SW E-LTU
TA571AA	HP Perf Insight RpPk InetSvc NP SW LTU
J5224AA	HP Perf Insgt v4.0.3 Software Media
J5222ESE	HP Perf Insight 5.30 SChinese SW E-Media
J5222ES	HP Perf Insight 5.30 SChinese SW Media
HB479AA	HP Perf Insight V5.0 SSP Software LTU
J5245AA	OV Perf Insight for Networks 1GB LTU
T2663CA	HP Performance Insight 5.2 Software LTU
T3978BA	HP PI Str Bndl SD 5.2 Software LTU
T2679CA	HP Perf Insight 5.2 IPT M/M Software LTU
T2680CA	HP PI Str Bndl Ntwrks 5.2 Software LTU
T2608CA	HP PI Str Bndl Sys 5.2 Software LTU