

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

hp.com



March 1 2014

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

Dear HP Software Customer,

Hewlett-Packard (HP) is announcing product obsolescence of Service Health Optimizer effective as of the dates set forth below.

This letter is for Service Health Optimizer 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 Service Health Optimizer products. Please read below for key timelines and support options that are now available to you:

Date	Program Activity
March 1, 2014	Product discontinuance announced
May 1, 2014	End of sale (no longer orderable or available for purchase)
	Service Health Optimizer 9.0x
August 31, 2015	End of Support for Service Health Optimizer 9.0x
August 31, 2017	End of Self-help Support for Service Health Optimizer 9.0x
	Service Health Optimizer 9.1x
September 30, 2015	End of (Committed) Support HP Service Health Optimizer 9.1x
September 30, 2017	End of Extended Support HP Service Health Optimizer 9.1x
September 30, 2019	End of Self-help Support for Service Health Optimizer 9.1x
	Service Health Optimizer 9.2x
November 30, 2016	End of (Committed) Support HP Service Health Optimizer 9.2x
November 30, 2018	End of Extended Support HP Service Health Optimizer 9.2x
November 30, 2020	End of Self-help Support for Service Health Optimizer 9.2x

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

March 01, 2014

Please note that all Service Health Optimizer customers with active support contracts are eligible to update to HP Virtualization Performance Viewer.

While these Service Health Optimizer versions may continue to meet your immediate needs, HP recommends that all customers upgrade to HP Virtualization Performance Viewer.

Please refer to attached Appendix A for definition of terms for product obsolescence and Appendix B for the list of affected Service Health Optimizer 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 Service Health Optimizer. 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.

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.

End of Committed Support Date

End of Committed 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). EOCS also means the last date Software Change Requests (SCRs) will be accepted for a specified Version of a Product. After the EOCS date, all SCRs will be planned for future versions, as applicable. Current patches for the version of the HP Software reaching EOCS will remain available for electronic download for a reasonable period of time.

End of Extended Support

Extended Support is provided on customer request for an additional 2 years after End-of-Committed Support Date. Extended 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.

- Extended Support is limited to:
- Around the clock self-solve support
- Access to technical support engineers

Access to existing patches and hot-fixes created while the product version was in Committed Support. No new enhancement requests, patches, fixes, document changes or platform certifications will be made for product versions in Extended Support.

Depended Components and Third-Party Products

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

Product Number	Product Description
TJ754AAE	HP Svc Health Opt 50 OM Nodes SW E-LTU
TJ755AAE	HP Svc Hlth Opt add 50 OM Nodes SW E-LTU
TD597AAE	HP Svc Health Opt 250 Nodes SW E-LTU
TD598AAE	HP Svc Health Opt add 250 Nodes SW E-LTU
TD854AAE	HP Service Intelligence Suite 50 Nodes SW ELTU
TD596CA	HP Svc Health Opt 9.20 Eng SW Media
TD596CAE	HP Svc Health Opt 9.20 Eng SW E-Media
TD596CD	HP Svc Health Opt 9.20 Grm SW Media
TD596CDE	HP Svc Health Opt 9.20 Grm SW E-Media
TD596CE	HP Svc Health Opt 9.20 Spa SW Media
TD596CEE	HP Svc Health Opt 9.20 Spa SW E-Media
TD596CF	HP Svc Health Opt 9.20 Fre SW Media
TD596CFE	HP Svc Health Opt 9.20 Fre SW E-Media
TD596CJ	HP Svc Health Opt 9.20 Jpn SW Media
TD596CJE	HP Svc Health Opt 9.20 Jpn SW E-Media
TD596CK	HP Svc Health Opt 9.20 Kor SW Media
TD596CKE	HP Svc Health Opt 9.20 Kor SW E-Media
TD596CS	HP Svc Health Opt 9.20 S.Ch SW Media
TD596CSE	HP Svc Health Opt 9.20 S.Ch SW E-Media
TD596CV	HP Svc Health Opt 9.20 Rus SW Media
TD596CVE	HP Svc Health Opt 9.20 Rus SW E-Media
TD596AA	HP Svc Health Opt 9.00 Eng SW Media
TD596AAE	HP Svc Health Opt 9.00 Eng SW E-Media
TD596BA	HP Svc Health Opt 9.10 Eng SW Media
TD596BAE	HP Svc Health Opt 9.10 Eng SW E-Media