

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

hp.com



March 13, 2014

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

Dear HP Software Customer,

Thank you for being a Hewlett-Packard (HP) Software customer and using the Service Manager 9.3x software.

This announcement supersedes the earlier announcement made for Service Manager 9.3x End of Committed Support (EOCS) date of January 31, 2016.

In response to customer feedback and in demonstration of our commitment to you, HP will extend the EOCS date of Service Manager 9.3x from January 31, 2016 to November 30, 2017. This extension will allow you more time to stabilize your businesses and IT so that you can realize the greatest return on investment.

Service Manager 9.3x will continue standard support without interruption or price uplift until November 30, 2017.

To take advantage of standard support for Service Manager 9.3x, or learn more about Service Manager 9.3x upgrade options, please contact your HP renewal sales representative or HP software business partner for more information.

End of Support

End of Support time line is:

Date	Program Activity
November 30, 2017	End of Committed Support for Service Manager 9.3x
November 30, 2019	End of Extended Support for Service Manager 9.3x
November 30, 2021	End of Self-Help Support for Service Manager 9.3x

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Please refer to attached Appendix A for definition of terms for product obsolescence and Appendix B for the list of affected Service Manager 9.3x product numbers.

More information

Should you have any questions about this EOCS extension 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/hpsoftwaresupport

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 Committed Support Date

End of Committed Support (EOCS) 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 (EOES) 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.

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 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
T5001EAE	HP SM 9.30 English SW E-Media
T5001EA	HP SM 9.30 English SW Media
T5001ECE	HP Service Mgr 9.30 Cze SW E-Media
T5001EC	HP Service Mgr 9.30 Cze SW Media

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T5001EDE	HP Service Mgr 9.30 Grm SW E-Media
T5001ED	HP Service Mgr 9.30 Grm SW Media
T5001EEE	HP Service Mgr 9.30 Spa SW E-Media
T5001EE	HP Service Mgr 9.30 Spa SW Media
T5001EFE	HP Service Mgr 9.30 Fre SW E-Media
T5001EF	HP Service Mgr 9.30 Fre SW Media
T5001EG	HP Service Mgr 9.30 Hebrew SW Medica
T5001EGE	HP Service Mgr 9.30 Hebrew SW E-Media
T5001EHE	HP Service Mgr 9.30 Hung SW E-Media
T5001EH	HP Service Mgr 9.30 Hung SW Media
T5001EJE	HP Service Mgr 9.30 Jpn SW E-Media
T5001EJ	HP Service Mgr 9.30 Jpn SW Media
T5001EKE	HP Service Mgr 9.30 Kor SW E-Media
T5001EK	HP Service Mgr 9.30 Kor SW Media
T5001EOE	HP Service Mgr 9.30 Pol SW E-Media
T5001EO	HP Service Mgr 9.30 Pol SW Media
T5001EPE	HP Service Mgr 9.30 B.Prt SW E-Media
T5001EP	HP Service Mgr 9.30 B.Prt SW Media
T5001ESE	HP Service Mgr 9.30 S.Ch SW E-Media
T5001ES	HP Service Mgr 9.30 S.Ch SW Media
T5001EU	HP Service Mgr 9.30 Dut SW Media
T5001EUE	HP Service Mgr 9.30 Dut SW E-Media
T5001EV	HP Service Mgr 9.30 Rus SW Media
T5001EVE	HP Service Mgr 9.30 Rus SW E-Media
T5001EW	HP Service Mgr 9.30 Arabic SW Media

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T5001EWE	HP Service Mgr 9.30 Arabic SW E-Media
T5001EZE	HP Service Mgr 9.30 Itl SW E-Media
T5001EZ	HP Service Mgr 9.30 Itl SW Media
TE003AAE	HP SM KM ESS Usr SW E-LTU
TE001AAE	HP SM KM Flt Usr SW E-LTU
TE002AAE	HP SM KM Nmd Usr SW E-LTU

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