

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

hp.com



September 1, 2014

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

Dear HP Software Customer,

Hewlett-Packard (HP) is announcing version discontinuance of HP TRIM 7.2x effective as of the dates set forth below.

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

Date	Program Activity
September 1, 2014	Product discontinuance announced
November 1, 2014	End of sale (no longer orderable or available for purchase)
August 31, 2016	End of Support for HP TRIM 7.2x
August 31, 2018	End of Self-Help Support HP TRIM 7.2x

Please note that all HP TRIM 7.2x customers with active support contracts are eligible to update to HP TRIM 7.3x, HP Records Manager 8.0x or 8.1x. HP Records Manager is the new name for HP TRIM.

While these HP TRIM 7.2x versions may continue to meet your immediate needs, HP recommends that all customers upgrade to the latest version of HP Records Manager – HP Records Manager 8.1x. Please check the support matrices before making a decision on which product version to select for upgrade. Please note that the license/product structure for HP Records Manager has significantly changed with version 8.1x. The new licensing model provides your organization more flexibility to add user seats with new

© 2014 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

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

September 1, 2014

user types. You will need to update your support contract in order to obtain the license keys for HP Records Manager 8.1x. Please contact your HP Sales Representative to initiate the support contract update.

Please refer to attached Appendix A for definition of terms for product obsolescence and Appendix B for the list of affected HP TRIM 7.2x 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 TRIM 7.2x. We appreciate your business and look forward to continuing to serve your business needs in the future.

Sincerely,

HP Software Services

© 2014 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

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

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.

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
T9626FA	HP Rec Mgr 7.20 Eng SW Media
T9626FAE	HP Rec Mgr 7.20 Eng SW E-Media
T9626FD	HP Rec Mgr 7.20 Grm SW Media
T9626FDE	HP Rec Mgr 7.20 Grm SW E-Media
T9626FE	HP Rec Mgr 7.20 Spa SW Media
T9626FEE	HP Rec Mgr 7.20 Spa SW E-Media
T9626FF	HP Rec Mgr 7.20 Fre SW Media
T9626FFE	HP Rec Mgr 7.20 Fre SW E-Media
T9626FP	HP Rec Mgr 7.20 B.Prt SW Media
T9626FPE	HP Rec Mgr 7.20 B.Prt SW E-Media
T9626FU	HP Rec Mgr 7.20 Dut SW Media
T9626FUE	HP Rec Mgr 7.20 Dut SW E-Media
T9626FV	HP Rec Mgr 7.20 Rus SW Media
T9626FVE	HP Rec Mgr 7.20 Rus SW E-Media
T9626FZ	HP Rec Mgr 7.20 Itl SW Media
T9626FZE	HP Rec Mgr 7.20 Itl SW E-Media
T9627AA	HP TRIM Pkg 1 NmdUsr 4.X to 7.2 SW LTU
T9627AAE	HP Rec Mgr Pkg1 NmdUsr 4.Xto7.2 SW E-LTU
T9628AA	HP TRIM Pkg 5 NmdUsr 4.X to 7.2 SW LTU
T9628AAE	HP Rec Mgr Pkg5 NmdUsr 4.Xto7.2 SW E-LTU
T9629AA	HP TRIM Pkg 10 NmdUsr 4.X to 7.2 SW LTU

September 1, 2014

T9629AAE	HP Rec Mgr Pkg10 NUsr 4.X to7.2 SW E-LTU
T9630AA	HP TRIM Pkg 50 NmdUsr 4.X to 7.2 SW LTU
T9630AAE	HP Rec Mgr Pkg50 NUsr 4.Xto7.2 SW E-LTU
T9631AA	HP TRIM Pkg 100 NmdUsr 4.X to 7.2 SW LTU
T9631AAE	HP Rec Mgr Pkg100 NUsr 4.Xto7.2 SW E-LTU
TJ762AAE	HP TRIM EntSte 100K NU 4.X o7.2 SW E-LTU

© 2014 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

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