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[hp.com](http://hp.com)



October 22, 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 ComTrade Smart Plug-In for Siebel 4.0x software.

This announcement supersedes the earlier announcement made on Software Support Online for ComTrade Smart Plug-In for Siebel 4.0x End of Committed Support (EOCS) date of February 28, 2015.

In response to customer feedback and in demonstration of our commitment to you, HP will extend the End of Committed Support (EOCS) date of ComTrade Smart Plug-In for Siebel 4.0x software from February 28, 2015 to February 28, 2017. This extension will allow you more time to stabilize your businesses and IT so that you can realize the greatest return on investment.

ComTrade Smart Plug-In for Siebel 4.0x software will continue standard support until February 28, 2017.

To take advantage of standard support for ComTrade Smart Plug-In for Siebel 4.0x software, or learn more about ComTrade Smart Plug-In for Siebel 4.0x software 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
February 28, 2017	End of Committed Support for ComTrade Smart Plug-In for Siebel 4.0x

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For more information, go to [hp.com/go/software](http://hp.com/go/software)

February 28, 2019	End of Extended Support for ComTrade Smart Plug-In for Siebel 4.0x
February 28, 2023	End of Self-Help Support for ComTrade Smart Plug-In for Siebel 4.0x

Please refer to attached Appendix A for definition of terms for product obsolescence and Appendix B for the list of affected HP Operations Dependency Mapping Automation 8.2x 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/hpsoftwaresupport](http://hp.com/go/hpsoftwaresupport)

HP once again wishes to thank you for choosing ComTrade Smart Plug-In for Siebel 4.0x. We appreciate your business and look forward to continuing to serve your business needs in the future.

Sincerely,

HP Software Services

## **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](http://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	Description
BA170AAE	ComTrade Siebel SPI HP Ops T0 SW E-LTU
BA170AA	ComTrade Siebel SPI HP Ops T0 SW LTU
BA169AAE	ComTrade Siebel SPI HP Ops T1 SW E-LTU
BA169AA	ComTrade Siebel SPI HP Ops T1 SW LTU
BA168AAE	ComTrade Siebel SPI HP Ops T2 SW E-LTU
BA168AA	ComTrade Siebel SPI HP Ops T2 SW LTU
BA167AAE	ComTrade Siebel SPI HP Ops T3 SW E-LTU
BA167AA	ComTrade Siebel SPI HP Ops T3 SW LTU
BA166AAE	ComTrade Siebel SPI HP Ops T4 SW E-LTU
BA166AA	ComTrade Siebel SPI HP Ops T4 SW LTU
TD944AAE	ComTrade T0 to1 Sbl HP SPI I Ft M E-LTU
TD945AAE	ComTrade T1 to1 Sbl HP SPI I Ft M E-LTU
TD946AAE	ComTrade T2 to 2 Sbl HP SPI I Ft M E-LTU
TD947AAE	ComTrade T3 to 2 Sbl HP SPI I Ft M E-LTU
TD948AAE	ComTrade T4 to 3 Sbl HP SPI I Ft M E-LTU
TD943AAE	ComTrade 1 Siebel HP Op SPI I comp E-LTU
TD940AAE	ComTrade Siebel HP Op SPI I SW E-LTU