

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

hp.com



November 01, 2014

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 Extensible SNMP Agent (all versions) effective as of the dates set forth below.

This letter is for HP Extensible SNMP Agent (all versions) 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 Extensible SNMP Agent (all versions) products. Please read below for key timelines and support options that are now available to you:

Date	Program Activity
November 01, 2014	Product discontinuance announced
January 01, 2015	End of sale (no longer orderable or available for purchase)
Previously announced on Software Support Online on July 1, 2012:	
December 31, 2014	End of Committed Support for HP Extensible SNMP Agent
December 31, 2016	End of Extended Support for HP Extensible SNMP Agent

Please refer to attached Appendix A for definition of terms for product obsolescence and Appendix B for the list of affected HP Extensible SNMP Agent 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

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

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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

HP once again wishes to thank you for choosing HP Extensible SNMP Agent. 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/hpsoftwaresupport/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.

APPENDIX B: Affected Product SKUs

SKU	Product Description
J1182AB	HP Extensible SNMP Agt 4.x Software LTU
J1182BAE	HP Ext. SNMP Agent SW E-LTU
J1183AA	HP Extensible SNMP Agt UX Software Media
J1183BA	HP Extensible SNMP Agt 4.2 UX SW Media
J1183CA	HP Ext. SNMP Agent v4.21 HPUX SW Media
J1183CAE	HP Ext. SNMP Agent v4.21 HPUX SW E-Media
J1184AA	HP Extens. SNMP Agt Sun Software Media
J1184BA	HP Extens SNMP Agt 4.2 Sol SW Media
J1184CA	HP Ext. SNMP Agent v4.21 SOL SW Media
J1184CAE	HP Ext. SNMP Agent v4.21 SOL SW E-Media
J1185AB	HP Extens SNMP Agt Up Software LTU
J1185BA	HP Ext. SNMP Agent Software Upgrade LTU