March 1, 2015

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

Dear HP Software Customer,

Hewlett-Packard (HP) is announcing the End of Sale of HP CloudSystem Enterprise (CSE) Starter Suite 2013.03, 2013.06 and 2013.09 effective as of the dates set forth below.

This letter is for CSE Starter Suite 2013.03, 2013.06 and 2013.09 support customers worldwide, to inform you of our end of sale 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 CSE Starter Suite 2013.03, 2013.06 or 2013.09 products. Please read below for key timelines and support options that are now available to you:

Date	Program Activity
March 1, 2015	End of Sale Customer Announcement
May 1, 2015	End of sale (no longer orderable or available for purchase)
Previously announced on Software Support Online	
March 31, 2016	End of Committed Support for 2013.03 version
June 30, 2016	End of Committed Support for 2013.06 version
September 30, 2016	End of Committed Support for 2013.09 version
March 31, 2018	End of Extended Support for 2013.03 version
June 30, 2018	End of Extended Support for 2013.06 version
September 30, 2018	End of Extended Support for 2013.09 version
March 31, 2020	End of Self-Help Support for 2013.03 version
June 30, 2020	End of Self-Help Support for 2013.06 version
September 30, 2020	End of Self-Help Support for 2013.09 version

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Please note that all CSE Starter Suite 2013.03, 2013.06 or 2013.09 customers with active support contracts are eligible to update to CSE Starter Suite 2014.12.

While these CSE Starter Suite 2013.03, 2013.06 or 2013.09 versions may continue to meet your immediate needs, HP recommends that all customers update to CSE Starter Suite 2014.12. CSE Starter Suite 2014.12 provides the following new capabilities:

- Cloud Service Automation TOSCA-based declarative model topology designer.
- Cloud Service Automation, Operations Orchestration and Server Automation expanded support for open source technologies including OpenStack and Chef.
- Database and Middleware Automation support for the current releases of Oracle, SQL Server, DB2, Sybase, WebSphere, WebLogic and JBoss.
- New integrations with HP Codar for application release automation, HP Executive Scorecard for Cloud Analytics and HP Virtualization Performance Viewer for Cloud capacity planning and optimization.

Please refer to attached Appendix A for definition of terms for product obsolescence and Appendix B for the list of affected CSE Starter Suite 2013.03, 2013.06 or 2013.09 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

HP once again wishes to thank you for choosing CSE Starter Suite. 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 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

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• 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.

Dependent 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

SKU	Product Description
TJ678AA	HP CS Ent Starter Ste 2013.03 Eng Media
TJ678AAE	HP CSEnt Starter Ste 2013.03 Eng E-Media
TJ678BA	HP CS Ent Starter Ste 2013.06 Eng Media
TJ678BAE	HP CSEnt Starter Ste 2013.06 Eng E-Media
TJ678CA	HP CS Ent Starter Ste 2013.09 Eng Media
TJ678CAE	HP CS EntStarter Ste 2013.09 Eng E-Media

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