

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

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



March 20, 2015

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

Dear HP Software Customer,

Hewlett-Packard (HP) is announcing discontinuance of all versions of Meridio 4.3x, 4.4x, 5.0x, 5.1x, 5.2x and 5.3x effective as of the dates set forth below. And HP is very happy to announce the availability of HP Records Manager (HP RM) 8.1, the successor product to Meridio.

This letter is for Meridio 4.3x, 4.4x, 5.0x, 5.1x, 5.2x and 5.3x support customers worldwide, to inform you of our end of support plans.

In December of 2013, HP announced its intent to consolidate the HP TRIM, ARM and Meridio products as a result of the Autonomy acquisition. With the successor product, HP Records Manager 8.1, generally available today, this notification letter is being sent to Meridio 4.3x, 4.4x, 5.0x, 5.1x, 5.2x and 5.3x customers worldwide to make you aware of the product discontinuance decision and to inform you of what steps HP is taking to help protect your investment in Meridio. This notification is intended to help you plan for available migration opportunities when it makes the best business sense for you and your organization.

Please note that all Meridio customers with active support contracts are eligible to migrate to HP Records Manager 8.1. Specific migration program details will be made available in a separate communication.

HP wants to ensure that this migration is a positive experience for you. HP intends to do this through a program that consists of:

- Meridio to HP Records Manager 8.1x migration tools that ease migration efforts.
- HP Professional Services and certified partners that can help you with your migration.
- Several HP Education courses to train your administrators and end-users on HP Records Manager 8.1x.
- New features and functions in HP Records Manager 8.1 retaining much of the functionality from Meridio and additional new capabilities for HP Records Manager 8.1. customers including:
  - New HTML5 Web client (supports laptops and mobile devices)

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

- Advanced disposition processing
- Multi-jurisdiction retention
- Storage optimization
- Integration with Office 365
- Complete SDK including APIs and web services to support integrations into other applications and solutions

Hewlett-Packard is committed to making the migration as smooth as possible. By consolidating onto HP Records Manager, HP will be able to deliver greater return for your ongoing investment both in terms of value and innovation.

### 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 Meridio 4.3x, 4.4x, 5.0x, 5.1x, 5.2x and 5.3x products. Please read below for key timelines and support options that are now available to you:

Date	Program Activity
March 20, 2015	Product discontinuance announced
June 1, 2015	End of sale (Meridio is no longer orderable or available for purchase)
February 28, 2017	End of (Committed) Support for Meridio 4.3x, 4.4x, 5.0x, 5.1x, 5.2x and 5.3x
February 28, 2019	End of Self-Help Support for Meridio 4.3x, 4.4x, 5.0x, 5.1x, 5.2x and 5.3x

While Meridio may continue to meet your immediate needs, HP recommends that customers migrate to HP Records Manager 8.1 or subsequent versions, when new versions are released.

Please refer to attached Appendix A for definition of terms for product obsolescence and Appendix B for the list of affected 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, and product version number.

HP once again wishes to thank you for choosing Meridio. We appreciate your business and look forward to continuing to serve your business needs in the future.

March 20, 2015

Sincerely,

HP Software Services

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## **APPENDIX A: Definitions**

This product discontinuance is covered by the HP Software Support Foundation Data Sheet applicable to the products referenced herein.

Navigate to: <http://www.autonomy.com/work/services/customer-support>

Then click: HP Software Support Foundation Data Sheet.

### **Product Support**

Product Support is the reactive engagement of regional support resources, 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 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. 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 if available 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 the HP Autonomy Customer Support Center ([customers.autonomy.com](http://customers.autonomy.com)), 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
05ML0004	Meridio Server License for Microsoft Windows Server
05ML0016	Meridio Archive Link for SAP License
05ML0200	Meridio Client Access License
07ML0011	Meridio Server License for Microsoft Windows Server
07ML0012	Meridio Remote Content Server License for Microsoft Windows Server
07ML0013	Meridio Non-Production Use Server License
07ML0014	Meridio Client Access License
07ML1010	Meridio Perp Ent Agmt for eDRM - Up to 249 Users
07ML1011	Meridio Perp Ent Agmt for eDRM - A(250-2399users)
07ML1011	Perpetual Enterprise Agreement for Meridio EDRM. Band A (250 - 2,399 users)
07ML1012	Meridio Perp Ent Agmt for eDRM - B(2400-5999usrs)
07ML1012	Perpetual Enterprise Agreement for Meridio EDRM. Band B (2,400 - 5,999 users)
07ML1013	Perpetual Enterprise Agreement for Meridio EDRM. Band C (6,000 - 14,999 users)
07ML1014	Perpetual Enterprise Agreement for Meridio EDRM. Band D (15,000 - 24,999 users)
07ML1015	Perpetual Enterprise Agreement for Meridio EDRM. Band E (25,000 - 49,999 users)
07ML1016	Perpetual Enterprise Agreement for Meridio EDRM. Band F (50,000 - 74,999 users)
07ML1017	Perpetual Enterprise Agreement for Meridio EDRM. Band G (75,000 - 99,999 users)
07ML1018	Perpetual Enterprise Agreement for Meridio EDRM. Band H (100,000+ users)
07ML1111	3 Yr EA Subscription for Meridio EDRM - annual charge including Business Hours Product Support and Maintenance. Band A (250 - 2,399 users)
07ML1112	3 Yr EA Subscription for Meridio EDRM - annual charge including Business Hours Product Support and Maintenance. Band B (2,400 - 5,999 users)
07ML1113	3 Yr EA Subscription for Meridio EDRM - annual charge including Business Hours Product Support and Maintenance. Band C (6,000 - 14,999 users)
07ML1114	3 Yr EA Subscription for Meridio EDRM - annual charge including Business Hours Product Support and Maintenance. Band D (15,000 - 24,999 users)

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SKU	Product Description
07ML1115	3 Yr EA Subscription for Meridio EDRM - annual charge including Business Hours Product Support and Maintenance. Band E (25,000 - 49,999 users)
07ML1116	3 Yr EA Subscription for Meridio EDRM - annual charge including Business Hours Product Support and Maintenance. Band F (50,000 - 74,999 users)
07ML1117	3 Yr EA Subscription for Meridio EDRM - annual charge including Business Hours Product Support and Maintenance. Band G (75,000 - 99,999 users)
07ML1118	3 Yr EA Subscription for Meridio EDRM - annual charge including Business Hours Product Support and Maintenance. Band H (100,000+ users)
07ML2001	Meridio Internet Access License
07ML2002	Meridio Developer License
07ML2003	Meridio Archive Link for SAP License
07ML2004	Meridio Replication License
07ML2005	Perpetual Enterprise Agreement for Meridio Email / IM Management Enterprise Document Capture. Band A (250 - 2,399 managed accounts)
07ML2006	Perpetual Enterprise Agreement for Meridio Email / IM Management Enterprise Document Capture. Band B (2,400 - 5,999 managed accounts)
07ML2007	Perpetual Enterprise Agreement for Meridio Email / IM Management Enterprise Document Capture. Band C (6,000+ managed accounts)
07ML2008	Meridio Enterprise Document Capture Connector License
EDRM-CLIENT	Meridio EDRM Client Access Licenses
IAL-SVPRC	IAL Server Processors
IAL-USERS	Internet Access Users (IAL)
MALSAP	Archive Link for SAP, Meridio
MEDC	Enterprise Document Capture, Meridio
MEDCC	Enterprise Data Capture Connector for TF & LO, Mer
MEDSHARE	Enterprise Document Capture, Meridio
MER0518	Meridio Client Access License
MER1	Meridio - License
MER10	eDRM, Meridio
MER10-U	eDRM Users, Meridio
MER10-UU	eDRM Unlimited Users, Meridio
MER11	Server License, Non-Production, Meridio
MER14	Meridio Developer Licenses
MER15	Meridio Enterprise Data Capture Connector
MER16	Meridio Fetch

SKU	Product Description
MER17	Meridio Policy Server for Manage in Place
MER18	Meridio Enterprise Data Capture License
MER20	EDC for Microsoft
MER21	EDC for Sharepoint
MER44	EDRM Meridio Server Processors
MER7	Client Access License, Meridio
MERDRM	DRM Enterprise Server, Meridio
MERDRM-U	DRM Enterprise Users, Meridio
MER-EDC	EDC Managed Account Licenses - Band A (250 - 2,399 managed accounts)
MER-EDC	EDC Managed Account Licenses - Band B (2,400 - 5,999 managed accounts)
MER-EDC	EDC Managed Account Licenses - Band C (6,000+ managed accounts)
MERFULED	Meridio Full Edition
MER-INALIC	Meridio Internet Access License
MIA	Internet Access, Meridio
MRCSL	Remote Content Server, Meridio
MRCSL5	Remote Content Server for MS Windows, Meridio
MSL	Meridio Server License for MS Windows
MSL1	Server License, Meridio
MSL2	Meridio Records Management Server for MS Windows
MSL5	Meridio Server 5.0 for MS Windows
MSL6	Meridio Document and Records Management
MSML	Storage Manager, Meridio
	WebDav Server