



May 1, 2015

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

Dear HP Software Customer,

Hewlett-Packard (HP) is announcing extension of Committed Support of Operations Agent 11.0x & 11.1x & Infrastructure SPIs software, the Performance Agent 11.0x & 11.1x software, the GlancePlus 11.0x & 11.1x effective as of the dates set forth below.

This letter is for Operations Agent 11.0x & 11.1x & Infrastructure SPIs software, the Performance Agent 11.0x & 11.1x software, the GlancePlus 11.0x & 11.1x support customers worldwide, to inform you of our end of support plans.

End of Support

HP is committed to providing the highest level of customer care to you while you determine your future strategy for your Operations Agent 11.0x & 11.1x & Infrastructure SPIs software, the Performance Agent 11.0x & 11.1x software, the GlancePlus 11.0x & 11.1x products. Please read below for key timelines and support options that are now available to you:

End of Support time line is:

Version 11.0x:

Date	Program Activity
December 31, 2015	End of Committed Support for: <ul style="list-style-type: none">• Operations Agent 11.0x & Infrastructure SPIs series 2.0x• Performance Agent 11.0x• GlancePlus 11.0x• GlancePlus Pak 11.0x

<p>December 31, 2017</p>	<p>End of Extended Support for:</p> <ul style="list-style-type: none"> • Operations Agent 11.0x & Infrastructure SPIs series 2.0x • Performance Agent 11.0x • GlancePlus 11.0x • GlancePlus Pak 11.0x
<p>December 31, 2021</p>	<p>End of Self-Help Support with Rights to New Versions for;</p> <ul style="list-style-type: none"> • Operations Agent 11.0x & Infrastructure SPIs series 2.0x • Performance Agent 11.0x • GlancePlus 11.0x • GlancePlus Pak 11.0x

Version 11.1x:

Date	Program Activity
<p>September 30, 2017</p>	<p>End of Committed Support for:</p> <ul style="list-style-type: none"> • Operations Agent 11.1x • Performance Agent 11.1x • GlancePlus 11.1x • GlancePlus Pak 11.1x
<p>September 30, 2019</p>	<p>End of Extended Support for:</p> <ul style="list-style-type: none"> • Operations Agent 11.1x • Performance Agent 11.1x • GlancePlus 11.1x • GlancePlus Pak 11.1x
<p>September 30, 2023</p>	<p>End of Self-Help Support with Rights to New Versions for:</p> <ul style="list-style-type: none"> • Operations Agent 11.1x • Performance Agent 11.1x • GlancePlus 11.1x • GlancePlus Pak 11.1x

Please refer to attached Appendix A for definition of terms for product obsolescence and Appendix B for the list of affected Operations Agent 11.0x & 11.1x & Infrastructure SPIs, Performance Agent 11.0x & 11.1x, GlancePlus 11.0x & 11.1x and GlancePlus Pak 11.0x & 11.1x product numbers.

May 1, 2015

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 Operations Agent & Infrastructure SPIs, Performance Agent, GlancePlus and GlancePlus Pak. 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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For more information, go to hp.com/go/software

APPENDIX A: Definitions

This product version obsolescence is covered by version 5 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 (*EOCS)

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 (*EOES)

Extended Support is provided on customer request for an additional 2 years after EOCS 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
- 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 with Rights to New Versions

Self-Help Support with Rights to New Versions is an integral component of all HP Software Support contracts. Self-Help Support with Rights to New Versions 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. Upon the expiration of Extended Support for a product or product version, and for which a successor product or product version is commercially available, HP offers a minimum of four (4) years of Self-Help Support with Rights to New Versions.

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
TC097AA	HP Ops OS Instance 11.00 Media
TC097AAE	HP Ops OS Instance 11.00 E-Media
TC097BA	HP Ops OS Instance 11.10 Eng SW Media
TC097BAE	HP Ops OS Instance 11.10 Eng SW E-Media
TC097BJ	HP Ops OS Instance 11.10 Jpn SW Media
TC097BJE	HP Ops OS Instance 11.10 Jpn SW E-Media

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TC097BS	HP Ops OS Instance 11.10 S.Ch SW Media
TC097BSE	HP Ops OS Instance 11.10 S.Ch SW E-Media
TC097CA	HP Ops OS Instance v11.11 Eng SW Media
TC097CAE	HP Ops OS Instance v11.11 Eng SW E-Media
TC097DA	HP Ops OS Instance 11.12 Eng SW Media
TC097DAE	HP Ops OS Instance 11.12 Eng SW E-Media
TC097DE	HP Ops OS Instance 11.12 Spa SW Media
TC097DEE	HP Ops OS Instance 11.12 Spa SW E-Media
TC097DJ	HP Ops OS Instance 11.12 Jpn SW Media
TC097DJE	HP Ops OS Instance 11.12 Jpn SW E-Media
TC097DS	HP Ops OS Instance 11.12 S.Ch SW Media
TC097DSE	HP Ops OS Instance 11.12 S.Ch SW E-Media
TC097EA	HP Ops OS Instance 11.13 Eng SW Media
TC097EAE	HP Ops OS Instance 11.13 Eng SW E-Media
TC097EE	HP Ops OS Instance 11.13 Spa SW Media
TC097EEE	HP Ops OS Instance 11.13 Spa SW E-Media
TC097EJ	HP Ops OS Instance 11.13 Jpn SW Media
TC097EJE	HP Ops OS Instance 11.13 Jpn SW E-Media
TC097ES	HP Ops OS Instance 11.13 S.Ch SW Media
TC097ESE	HP Ops OS Instance 11.13 S.Ch SW E-Media
TC097FA	HP Ops OSI v11.14 Eng SW Media
TC097FAE	HP Ops OSI v11.14 Eng SW E-Media
TC097FE	HP Ops OSI v11.14 Spa SW Media
TC097FEE	HP Ops OSI v11.14 Spa SW E-Media
TC097FJ	HP Ops OSI v11.14 Jpn SW Media
TC097FJE	HP Ops OSI v11.14 Jpn SW E-Media
TC097FS	HP Ops OSI v11.14 S.Ch SW Media
TC097FSE	HP Ops OSI v11.14 S.Ch SW E-Media