

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

hp.com



July 15, 2015

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

Dear HP Software Customer,

Hewlett-Packard (HP) is announcing product obsolescence of HP Data Protector Starter Pack (*HP DP Starter Pack) LTU / Media Bundle effective as of the dates set forth below. This obsolescence is in line with our strategy to offer separate media and LTU product numbers rather than a single product as in the past.

This letter is for HP DP Starter Pack Starter Pack LTU / Media Bundle 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 DP Starter Pack LTU / Media Bundle products. Please read below for key timelines and support options that are now available to you:

Date	Program Activity
July 15, 2015	Product discontinuance announced
November 01, 2015	End of Sale (no longer orderable or available for purchase)
December 31, 2018	End of Product Support for HP DP Starter Pack LTU / Media Bundle

All customers will be migrated over from HP DP Starter Pack LTU / Media Bundle to HP DP Starter Pack LTU at no cost at the time of their next contract renewal. Your support contract will be updated to reflect the product structure at the time of next contract renewal. All future sales will be on the new pricing structure only.

Please refer to attached [Appendix A](#) for definition of terms for product obsolescence and [Appendix B](#) for the list of affected HP DP Starter Pack LTU / Media Bundle product numbers.

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

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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 HP DP Starter Pack LTU / Media Bundle. 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 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/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.

APPENDIX B: Affected Product SKUs

SKU	Product Description
B6951AA	HP Data Prot Start Pk for HP-UX DVD LTU
B6951AAE	HP Data Prot Start Pk HP-UX eMedia/eLTU
B6951DA	HP Data Prot Start Pack Solaris DVD LTU
B6951DAE	HP Data Prot StartPk Solaris eMedia/eLTU
B6961AA	HP Data Prot Start Pk Windows DVD & LTU
B6961AAE	HP Data Prot Start Pk Win eMedia/eLTU
B6961DA	HP Data Prot Start Pk Linux DVD & LTU
B6961DAE	HP Data Prot Start Pk Linux eMedia/eLTU