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 extension of Committed Support of HP Release Control 9.2x effective as of the dates set forth below.

This letter is for HP Release Control 9.2x 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 HP Release Control 9.2x products. Please read below for key timelines and support options that are now available to you:

Date old	Program Activity
August 31, 2016	End of Committed Support for HP Release Control 9.2x
August 31, 2018	End of Extended Support for HP Release Control 9.2x
August 31, 2022	End of Self-Help Support with Rights to New Versions for HP Release Control 9.2x
Date new	Program Activity
March 31, 2019	End of Committed Support for HP Release Control 9.2x
March 31, 2021	End of Extended Support for HP Release Control 9.2x
March 31, 2025	End of Self-Help Support with Rights to New Versions for HP Release Control 9.2x

Please refer to attached Appendix A for definition of terms for product obsolescence and Appendix B for the list of affected HP Release Control 9.2x product numbers.

More information

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

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 Release Control. We appreciate your business and look forward to continuing to serve your business needs in the future.

Sincerely,

HP Software Services

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:
https://softwaresupport.hp.com/web/softwaresupport/obsolescence-migrations

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
T9770EAE	HP Release Control 9.20 Eng SW E-Media
T9770ECE	HP Release Control 9.20 Cze SW E-Media
T9770EDE	HP Release Control 9.20 Grm SW E-Media
T9770EEE	HP Release Control 9.20 Spa SW E-Media
T9770EFE	HP Release Control 9.20 Fre SW E-Media
T9770EHE	HP Release Control 9.20 Hung SW E-Media
T9770EJE	HP Release Control 9.20 Jpn SW E-Media

T9770EKE	HP Release Control 9.20 Kor SW E-Media
T9770EOE	HP Release Control 9.20 Pol SW E-Media
T9770EPE	HP Release Control 9.20 B.Prt SW E-Media
T9770ESE	HP Release Control 9.20 S.Ch SW E-Media
T9770EUE	HP Release Control 9.20 Dut SW E-Media
T9770EVE	HP Release Control 9.20 Rus SW E-Media
T9770EZE	HP Release Control 9.20 Itl SW E-Media
T9771AAE	HP RC Change Ed Named usr SW E-LTU
T9772AAE	HP RC Change Ed Concurrent Usr SW E-LTU
T9773AAE	HP RC Director Upgrade Found SW E-LTU
T9774AAE	HP RC Director Upgr 501+ Device SW E-LTU
T9775AAE	HP RC Director Upgr Named usr SW E-LTU
T9776AAE	HP RC Director Upgrade CC User SW E-LTU
T9777AAE	HP RC Adv Found 1-500 Device SW E-LTU
T9778AAE	HP RC Advanced Found upgrade SW E-LTU
T9779AAE	HP RC Adv Found 501+ Devices SW E-LTU
T9780AAE	HP RC Advanced Found Standalone SW E-LTU
T9781AAE	HP RC Advanced 1-500 Devices SW E-LTU
T9782AAE	HP RC Advanced 501+ Devices SW E-LTU
T9783AAE	HP RC Advanced Named user SW E-LTU
T9784AAE	HP RC Advanced 11+ Named user SW E-LTU
T9785AAE	HP RC Advanced Concurrent User SW E-LTU
T9786AAE	HP RC Adv 11+ Concurrent Users SW E-LTU
TB044AAE	HP RC Analysis Concurrent User SW E-LTU
TB045AAE	HP RC Analysis Named User SW E-LTU
TB046AAE	HP RC Director Concurrent User SW E-LTU
TB047AAE	HP RC Director Named User SW E-LTU

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