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[www.hp.com/go/oss](http://www.hp.com/go/oss)

August 15, 2015

Dear "HP Universal SLA Manager" Customer,

In Sept 2014, HP announced the availability of HP USLAM V4.1 and in August 2015, HP announced the availability of HP USLAM V4.2. These recent USLAM versions improve upon previous USLAM versions that you have been accustomed to, and provides significant breakthrough in customer value through new functionalities and enhancements such as:

- Alternate Database support
- New advanced metric KQIs support
- Conditional Objective in Service Offering template
- Improved alerting mechanism with Business Impact alerts and Exclusion alerts
- Map coordinates (Longitude, Latitude) can be specified at several levels
- Capability to define Objectiveless SLA Clauses
- Support of Planned outage
- Service Update and versioning support as well as graphical Service view
- Dynamic Clause Objectives from Service Attributes
- Enhanced Display format for time related KPI, KQI and threshold, Exclusion
- Daily/Monthly Reporting period on a Monthly /Quarterly SLA
- Manual Data correction (update and exclusion) management
- Platform Health Monitoring user interface

The USLAM V4.1 and V4.2 releases impact the End-of-Sale and End-of-Support dates of previous USLAM releases as described below:

**End of Sale and End of Support for USLAM V1.0**

USLAM V1.0 product support will end on 30-Sept-2015

USLAM V1.0 product is no longer orderable or available since 31-Dec-2010

**End of Sale and End of Support for USLAM V2.0**

USLAM V2.0 product support will end on 31-Jul-2016

USLAM V2.0 product is no longer orderable or available since 31-Dec-2011

**End of Sale and End of Support for USLAM V3.0**

USLAM V3.0 product support will end on 30-Sept-2016

USLAM V3.0 product is no longer orderable or available since 31-Dec-2012

**End of Sale and End of Support for USLAM V4.0**

USLAM V4.0 product support will end on 31-Aug-2017

USLAM V4.0 product is no longer orderable or available since 30-Apr-2014

Please note that all USLAM customers with active support contracts are eligible to upgrade to USLAM V4.2 as a license upgrade.

While the USLA V4.0, V4.1 version(s) may continue to meet your immediate needs, HP recommends that all customers upgrade to the highest versions provided as part of the license migration.

## 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:

<https://softwaresupport.hp.com/>

HP once again wishes to thank you for choosing HP Universal SLA Manager solution to meet your requirements for Service Level Agreement management. We are looking forward to continuing to serve your business needs in the future.

Sincerely,

Dominique Albin  
HP USLAM Product Manager  
HP Communications and Media Solutions