December 1, 2015

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

Dear Customer,

Hewlett Packard Enterprise is announcing End of Sale of HP IT Executive Scorecard 9.4x & 9.5x effective as of the date set forth below.

This letter is for HP IT Executive Scorecard support customers worldwide, to inform you of our end of sale plans.

End of Sale & End of Support

HPE is committed to providing the highest level of customer care to you while you determine your future strategy for your IT Executive Scorecard products.

The HP IT Executive Scorecard 9.4x & 9.5x includes Business Objects from SAP. HPE's agreement with SAP to distribute Business Objects has been terminated and so, we can no longer distribute the product media that contains Business Objects beyond December 20, 2015. As of December 20, 2015, HPE will remove the HP IT Executive Scorecard 9.4x & 9.5x and any prior version's media affected by this, from our download portals. If you or your customers need a copy of the HP IT Executive Scorecard 9.4x & 9.5x or prior version's media, please ensure that you download that prior to December 20, 2015.

HP IT Executive Scorecard has been renamed to HP IT Business Analytics. Customers with HP IT Executive Scorecard will need to update to HP IT Business Analytics .The support timeline for HP IT Executive Scorecard 9.4x & 9.5x will not change and will continue as listed below. Your customers can also continue to purchase additional licenses for these products until further notice.

Please read below for key timelines and support options that are now available to you:

DATE	PROGRAM ACTIVITY
Dec 1, 2015	End of Sale customer announcement

Dec 10, 2015	Last day for downloading the media for older versions
Dec 20, 2015	End of Sale (no longer orderable or available for purchase)

Previously announced support timeline

June 30, 2016	End of Committed Support for IT Executive Scorecard 9.4x
June 30, 2017	End of Committed Support for IT Executive Scorecard 9.5x
June 30, 2018	End of Extended Support for IT Executive Scorecard 9.4x
June 30, 2019	End of Extended Support for IT Executive Scorecard 9.5x
Jun 30, 2022	End of Self-Help Support with Rights to New Versions for IT Executive Scorecard 9.4x
Jun 30, 2023	End of Self-Help Support with Rights to New Versions for IT Executive Scorecard 9.5x

Please note that all HP IT Executive Scorecard customers with active support contracts are eligible to update to HP IT Business Analytics 10.0x.

While these HP IT Executive Scorecard 9.4x & 9.5x versions may continue to meet your immediate needs, HPE recommends that all customers update to HP IT Business Analytics 10.0x.
If you are updating from 9.4x or prior versions of HP IT Executive Scorecard, you will need to first install HP IT Executive Scorecard 9.5x before updating to HP IT Business Analytics 10.0x. So, please ensure you download and retain a copy of the HP IT Executive Scorecard 9.5x media prior to December 20, 2015. Beyond that date, this media will not be available for download

Please refer to Appendix A for definition of terms for product obsolescence and Appendix B for the list of affected HP IT Executive Scorecard 9.4x 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 HPE sales representative or HPE business partner. When providing information, please include your name, country, phone number, company name, product number and your HPE service agreement identifier or HPE system handle.

In addition, for technical assistance and information, please visit Software Support Online: hpe.com/software/support

HPE once again wishes to thank you for choosing HP IT Executive Scorecard 9.4x & 9.5x. We appreciate your business and look forward to continuing to serve your business needs in the future.

Sincerely,
Hewlett Packard Enterprise

Appendix A: Definitions

This product version obsolescence is covered by version 5 of our Release & Support policy. Definitions of terms are provided by the product version obsolescence guidelines documented at hpe.com/software/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 HPE 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 HPE 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 HPE 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

End of Committed Support (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 the 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 product reaching EOCS will remain available for electronic download for a reasonable period of time.

End of Extended Support Date

Extended Support is provided 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 HPE 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 Version is an integral component of all 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 HPE 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, HPE offers a minimum of four (4) years of Self-Help Support with Rights to New Versions.

Dependent Components and Third-Party Products

In some instances support for specific HPE 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 HPE's intent to communicate with affected HPE product/product version customers in a timely manner. However, there are cases where HPE 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 HPE 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
TB812DAE	HP IT ES 9.40 Eng SW E-Media
TB812DDE	HP IT ES 9.40 Grm SW E-Media
TB812DEE	HP IT ES 9.40 Spa SW E-Media
TB812DFE	HP IT ES 9.40 Fre SW E-Media
TB812DJE	HP IT ES 9.40 Jpn SW E-Media
TB812DKE	HP IT ES 9.40 Kor SW E-Media
TB812DLE	HP IT ES 9.40 Turk SW E-Media
TB812DPE	HP IT ES 9.40 B.Prt SW E-Media
TB812DSE	HP IT ES 9.40 S.Ch SW E-Media
TB812DUE	HP IT ES 9.40 Dut SW E-Media
TB812DVE	HP IT ES 9.40 Rus SW E-Media
TB812DZE	HP IT ES 9.40 Itl SW E-Media
TB812EAE	HP IT Exec SC 9.50 Eng SW E-Media
TB812EDE	HP IT Exec SC 9.50 Grm SW E-Media
TB812EEE	HP IT Exec SC 9.50 Spa SW E-Media
TB812EFE	HP IT Exec SC 9.50 Fre SW E-Media
TB812EJE	HP IT Exec SC 9.50 Jpn SW E-Media
TB812EKE	HP IT Exec SC 9.50 Kor SW E-Media
TB812ELE	HP IT Exec SC 9.50 Turk SW E-Media
TB812EPE	HP IT Exec SC 9.50 B.Prt SW E-Media
TB812ESE	HP IT Exec SC 9.50 S.Ch SW E-Media
TB812EUE	HP IT Exec SC 9.50 Dut SW E-Media
TB812EVE	HP IT Exec SC 9.50 Rus SW E-Media