

February 1, 2016

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 Service Virtualization 1.x, 2.x, 3.0x, 3.1x, 3.5x & 3.6x effective as of the date set forth below. We are also announcing the End of Support dates for Service Virtualization 1.x.

This letter is for HP Service Virtualization 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 HP Service Virtualization products. Please read below for key timelines and support options that are now available to you:

DATE	PROGRAM ACTIVITY
Feb 1, 2016	End of Sale customer announcement
April 1, 2016	End of Sale (no longer orderable or available for purchase)
Mar 31, 2016	End of Product Support for Service Virtualization 1.x
Mar 31, 2018	End of Self Help Support for Service Virtualization 1.x
Previously announced support timeline	
Mar 31, 2016	End of Committed Support for HP Service Virtualization 2.0x
Mar 31, 2018	End of Extended Support for HP Service Virtualization 2.0x
Mar 31, 2022	End of Self-Help Support with Rights to New Versions for HP Service Virtualization 2.0x
Jun 30, 2016	End of Committed Support for HP Service Virtualization 2.1x
Jun 30, 2018	End of Extended Support for HP Service Virtualization 2.1x
Jun 30, 2022	End of Self-Help Support with Rights to New Versions for HP Service Virtualization 2.1x

Sep 30, 2016	End of Committed Support for HP Service Virtualization 2.2x
Sep 30, 2018	End of Extended Support for HP Service Virtualization 2.2x
Sep 30, 2022	End of Self-Help Support with Rights to New Versions for HP Service Virtualization 2.2x
Dec 31, 2016	End of Committed Support for HP Service Virtualization 2.3x
Dec 31, 2018	End of Extended Support for HP Service Virtualization 2.3x
Dec 31, 2022	End of Self-Help Support with Rights to New Versions for HP Service Virtualization 2.3x
Jun 30, 2017	End of Committed Support for HP Service Virtualization 3.0x
Jun 30, 2019	End of Extended Support for HP Service Virtualization 3.0x
Jun 30, 2023	End of Self-Help Support with Rights to New Versions for HP Service Virtualization 3.0x
Nov 30, 2017	End of Committed Support for HP Service Virtualization 3.1x
Nov 30, 2019	End of Extended Support for HP Service Virtualization 3.1x
Nov 30, 2023	End of Self-Help Support with Rights to New Versions for HP Service Virtualization 3.1x
Mar 31, 2018	End of Committed Support for HP Service Virtualization 3.5x
Mar 31, 2020	End of Extended Support for HP Service Virtualization 3.5x
Mar 31, 2024	End of Self-Help Support with Rights to New Versions for HP Service Virtualization 3.5x
Jun 30, 2018	End of Committed Support for HP Service Virtualization 3.6x
Jun 30, 2020	End of Extended Support for HP Service Virtualization 3.6x
Jun 30, 2024	End of Self-Help Support with Rights to New Versions for HP Service Virtualization 3.6x

Please note that all Service Virtualization customers with active support contracts are eligible to update to Service Virtualization 3.8x.

While these Service Virtualization 1.x, 2.x, 3.0x, 3.1x, 3.5x & 3.6x versions may continue to meet your immediate needs, HPE recommends that all customers update to Service Virtualization 3.8x.

Please refer to Appendix A for definition of terms for product obsolescence and Appendix B for the list of affected Service Virtualization 1.x, 2.x, 3.0x, 3.1x, 3.5x & 3.6x 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.



Hewlett Packard Enterprise

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 Service Virtualization 1.x, 2.x, 3.0x, 3.1x, 3.5x & 3.6x. 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
TD626AAE	HP SV 1.0 SW E-Media
TD626BAE	HP ServiceVirtualization 1.10 SW E-Media
TD626CAE	HP ServiceVirtualization 2.00 SW E-Media
TD626DAE	HP ServiceVirtualization 2.10 SW E-Media
TD626EAE	HP ServiceVirtualization 2.20 SW E-Media
TD626FAE	HP Service Virtualization 2.30 SW EMedia
TD626FDE	HP SV 2.30 German SW E-Media
TD626FEE	HP SV 2.30 Spanish SW E-Media
TD626FFE	HP SV 2.30 French SW E-Media
TD626FJE	HP SV 2.30 Japanese SW E-Media
TD626FKE	HP SV 2.30 Korean SW E-Media
TD626FPE	HP SV 2.30 Brazilian Portug SW E-Media
TD626FSE	HP SV 2.30 S. Chinese SW E-Media
TD626FUE	HP SV 2.30 Dutch SW E-Media
TD626FVE	HP SV 2.30 Russian SW E-Media
TD626FZE	HP SV 2.30 Italian SW E-Media
TD626GAE	HP SV 3.00 Eng SW E-Media
TD626GDE	HP SV 3.00 Grm SW E-Media
TD626GEE	HP SV 3.00 Spa SW E-Media
TD626GFE	HP SV 3.00 Fre SW E-Media
TD626GJE	HP SV 3.00 Jpn SW E-Media
TD626GKE	HP SV 3.00 Kor SW E-Media
TD626GPE	HP SV 3.00 B.Prt SW E-Media
TD626GSE	HP SV 3.00 S.Ch SW E-Media
TD626GUE	HP SV 3.00 Dut SW E-Media
TD626GVE	HP SV 3.00 Rus SW E-Media
TD626GZE	HP SV 3.00 Itl SW E-Media
TD626HAE	HP SV 3.10 Eng SW E-Media
TD626HDE	HP SV 3.10 Grm SW E-Media
TD626HEE	HP SV 3.10 Spa SW E-Media



TD626HFE	HP SV 3.10 Fre SW E-Media
TD626HJE	HP SV 3.10 Jpn SW E-Media
TD626HKE	HP SV 3.10 Kor SW E-Media
TD626HPE	HP SV 3.10 B.Prt SW E-Media
TD626HSE	HP SV 3.10 S.Ch SW E-Media
TD626HUE	HP SV 3.10 Dut SW E-Media
TD626HVE	HP SV 3.10 Rus SW E-Media
TD626HZE	HP SV 3.10 Itl SW E-Media
TD626IAE	HP SV 3.50 Eng SW E-Media
TD626IDE	HP SV 3.50 Grm SW E-Media
TD626IEE	HP SV 3.50 Spa SW E-Media
TD626IFE	HP SV 3.50 Fre SW E-Media
TD626IJE	HP SV 3.50 Jpn SW E-Media
TD626IKE	HP SV 3.50 Kor SW E-Media
TD626IPE	HP SV 3.50 B.Prt SW E-Media
TD626ISE	HP SV 3.50 S.Ch SW E-Media
TD626IUE	HP SV 3.50 Dut SW E-Media
TD626IVE	HP SV 3.50 Rus SW E-Media
TD626IZE	HP SV 3.50 Itl SW E-Media
TD626JAE	HP SV 3.60 Eng SW E-Media
TD626JDE	HP SV 3.60 Grm SW E-Media
TD626JEE	HP SV 3.60 Spa SW E-Media
TD626JFE	HP SV 3.60 Fre SW E-Media
TD626JJE	HP SV 3.60 Jpn SW E-Media
TD626JKE	HP SV 3.60 Kor SW E-Media
TD626JPE	HP SV 3.60 B.Prt SW E-Media
TD626JSE	HP SV 3.60 S.Ch SW E-Media
TD626JUE	HP SV 3.60 Dut SW E-Media
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