

March 01, 2016

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

Dear Customer,

Hewlett Packard Enterprise is announcing the product obsolescence of Comtrade Smart Plug-in for Documentum effective as of the date set forth below.

This letter is for Comtrade Smart Plug-in for Documentum support customers worldwide, to inform you of our product obsolescence 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 Comtrade Smart Plug-in for Documentum products. Please read below for key timelines and support options that are now available to you:

DATE	PROGRAM ACTIVITY
Mar 01, 2016	Product obsolescence customer announcement
May 01, 2016	End of Sale (no longer orderable or available for purchase)
Aug 31, 2017	End of Support for Comtrade Smart Plug-in for Documentum

Please refer to [Appendix A](#) for definition of terms for product obsolescence and [Appendix B](#) for the list of affected Comtrade Smart Plug-in for Documentum 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](https://hpe.com/software/support)

HPE once again wishes to thank you for choosing Comtrade Smart Plug-in for Documentum. 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](https://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 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.

### **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
BB148AA	ComTrade SPI 2.10 Documentum SW Media
BB148AAE	ComTrade SPI 2.10 Documentum SW E-Media
BB149AA	ComTrade Doc SPI HP Ops T4 SW LTU
BB149AAE	ComTrade Doc SPI HP Ops T4 SW E-LTU
BB150AA	ComTrade Doc SPI HP Ops T3 SW LTU
BB150AAE	ComTrade Doc SPI HP Ops T3 SW E-LTU
BB151AA	ComTrade Doc SPI HP Ops T2 SW LTU
BB151AAE	ComTrade Doc SPI HP Ops T2 SW E-LTU
BB152AA	ComTrade Doc SPI HP Ops T1 SW LTU
BB152AAE	ComTrade Doc SPI HP Ops T1 SW E-LTU
BB153AA	ComTrade Doc SPI HP Ops T0 SW LTU
BB153AAE	ComTrade Doc SPI HP Ops T0 SW E-LTU
BB148BA	ComTrade SPI 3.10 Documentum SW Media
BB148BAE	ComTrade SPI 3.10 Documentum SW E-Media
TD931AAE	ComTrade Doc HP Op SPI Inst SW E-LTU
TD934AAE	ComTrade 1 Doc HP Op SPI I comp E-LTU
TD935AAE	ComTrade T0 to1 Doc HP O SPI I F M E-LTU



TD936AAE	ComTrade T1 to1 Doc HP O SPI I F M E-LTU
TD937AAE	ComTrade T2 to 3 Do HP O SPI I F M E-LTU
TD938AAE	ComTrade T3 to 4 Do HP O SPI I F M E-LTU
TD939AAE	ComTrade T4 to 4 Do HP O SPI I F M E-LTU