

January 1, 2017

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 Asset Manager 9.4x & 9.5x effective as of the date set forth below.

This letter is for HPE Asset Manager 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 HPE Asset Manager products.

Key program dates listed below for HP Asset Manager 9.4x & 9.5x are based on HPE's time-based support policy under which end-of-support dates are announced as new product versions are released. Our goal is to provide you with a clear visibility into the support time-line of software products, enabling you to use this information to plan, test, and deploy new product versions. For more information, check our [Software Support Policy](#).

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

DATE	PROGRAM ACTIVITY
January 1, 2017	End of Sale customer announcement
March 1, 2017	End of Sale (no longer orderable or available for purchase)
Previously announced support timeline	
June 30, 2017	End of Committed Support for HP Asset Manager 9.4x
June 30, 2019	End of Extended Support for HP Asset Manager 9.4x
June 30, 2023	End of Self-Help Support with Rights to New Versions for HP Asset Manager 9.4x



April 30, 2019	End of Committed Support for HP Asset Manager 9.5x
April 30, 2021	End of Extended Support for HP Asset Manager 9.5x
April 30, 2025	End of Self-Help Support with Rights to New Versions for HP Asset Manager 9.5x

Please note that all HP Asset Manager customers with active support contracts are eligible to update to HPE Asset Manager 9.6x.

While these HP Asset Manager 9.4x & 9.5x versions may continue to meet your immediate needs, HPE recommends that all customers update to HPE Asset Manager 9.6x. HPE Asset Manager 9.6x provides the following new capabilities:

- Scalability
- Improved usability with Web UI
- Improved response time and throughput in multi-user scenarios
- RESTful as the recommended customization and integration API
- Introduction of DB Schema API

HP Asset Manager 9.4x is included in HP Asset Manager Suite (renamed into HPE Asset Manager Suite starting the 9.6x version) and HP Software Asset Management Suite (renamed into HPE Software Asset Management Suite starting the 9.6x version).

Please refer to Appendix A for definition of terms for product version obsolescence and Appendix B for the list of affected HP Asset Manager 9.4x & 9.5x 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



Hewlett Packard Enterprise

HPE once again wishes to thank you for choosing HPE Asset Manager. 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
T9501DAE	HP AM 9.40 Eng SW E-Media
T9501DDE	HP AM 9.40 Ger SW E-Media
T9501DEE	HP AM 9.40 Spa SW E-Media
T9501DFE	HP AM 9.40 Frn SW E-Media
T9501DJE	HP AM 9.40 Jpn SW E-Media
T9501DKE	HP AM 9.40 Kor SW E-Media
T9501DPE	HP AM 9.40 B.Prt SW E-Media
T9501DSE	HP AM 9.40 Sch SW E-Media
T9501DUE	HP AM 9.40 Dut SW E-Media
T9501DVE	HP AM 9.40 Rus SW E-Media
T9501DZE	HP AM 9.40 Ita SW E-Media
T9501EAE	HP AM 9.50 Eng SW E-Media
T9501EDE	HP AM 9.50 Grm SW E-Media
T9501EEE	HP AM 9.50 Spa SW E-Media
T9501EFE	HP AM 9.50 Fre SW E-Media
T9501EJE	HP AM 9.50 Jpn SW E-Media
T9501EKE	HP AM 9.50 Kor SW E-Media
T9501EPE	HP AM 9.50 B.Prt SW E-Media
T9501ESE	HP AM 9.50 S.Ch SW E-Media
T9501EUE	HP AM 9.50 Dut SW E-Media
T9501EVE	HP AM 9.50 Rus SW E-Media
T9501EZE	HP AM 9.50 Itl SW E-Media