Hewlett Packard
Enterprise

March 1, 2017

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

Dear Customer,

As part of the formal separation activities for HPE and HP, Hewlett Packard Enterprise must no longer sell any product version that would result in a customer downloading an HP branded product. Given this requirement, we must formally execute an End of Sales activity for the products listed below.

Hewlett Packard Enterprise is therefore announcing End of new Sale of HP Service Manager 9.3x & 9.4x effective as of the date set forth below.

Please note that this is not a product obsolescence, we are simply ending the sale of HP branded versions 9.3x and 9.4x of HP Service Manager. Also note that as an existing customer, you will retain the right to purchase capacity increases of Service Manager and to download the appropriate product versions to meet your needs.

This letter is for HP Service Manager support customers worldwide, to inform you of our end of sale plans.

End of Sale & End of Support Considerations

While this is a formal end of Sale announcement, we want you to be fully aware of your support coverage. As such, we are including the information on our HPE support policy. Key program dates listed below for HP Service Manager 9.3x & 9.4x 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
Mar 1, 2017	End of Sale Customer Announcement
May 1, 2017	End of Sale (no longer orderable or available for purchase)
Previously announced support timeline	
Nov 30, 2017	End of Committed Support for HP Service Manager 9.3x
Nov 30, 2019	End of Extended Support for HP Service Manager 9.3x
Nov 30, 2023	End of Self-Help Support with Rights to New Versions for HP Service Manager 9.3x
Mar 1, 2019	End of Committed Support for HP Service Manager 9.4x
Mar 1, 2021	End of Extended Support for HP Service Manager 9.4x
Mar 1, 2025	End of Self-Help Support with Rights to New Versions for HP Service Manager 9.4x

Please note that all HP Service Manager customers with active support contracts are eligible to update to HPE Service Manager 9.5x.

While these HP Service Manager 9.3x & 9.4x versions may continue to meet your immediate needs, HPE recommends that all customers update to HPE Service Manager 9.5x.

Please refer to Appendix A for definition of terms for product obsolescence and Appendix B for the list of affected HP Service Manager 9.3x & 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 Service Manager 9.3x & 9.4x. 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
T5001ECE	HP Service Mgr 9.30 Cze SW E-Media
T5001EDE	HP Service Mgr 9.30 Grm SW E-Media
T5001EEE	HP Service Mgr 9.30 Spa SW E-Media
T5001EFE	HP Service Mgr 9.30 Fre SW E-Media
T5001EGE	HP Service Mgr 9.30 Hebrew SW E-Media
T5001EHE	HP Service Mgr 9.30 Hung SW E-Media
T5001EJE	HP Service Mgr 9.30 Jpn SW E-Media
T5001EKE	HP Service Mgr 9.30 Kor SW E-Media
T5001EOE	HP Service Mgr 9.30 Pol SW E-Media
T5001EPE	HP Service Mgr 9.30 B.Prt SW E-Media
T5001ESE	HP Service Mgr 9.30 S.Ch SW E-Media
T5001EUE	HP Service Mgr 9.30 Dut SW E-Media
T5001EVE	HP Service Mgr 9.30 Rus SW E-Media
T5001EWE	HP Service Mgr 9.30 Arabic SW E-Media
T5001EZE	HP Service Mgr 9.30 Itl SW E-Media
T5001EAE	HP SM 9.30 English SW E-Media
TB814CAE	HP SM Open Local Toolkit 9.30 SW E-Media
T5001FAE	HP SM 9.40 Eng SW E-Media
T5001FCE	HP SM 9.40 Cze SW E-Media
T5001FDE	HP SM 9.40 Grm SW E-Media
T5001FEE	HP SM 9.40 Spa SW E-Media
T5001FFE	HP SM 9.40 Fre SW E-Media
T5001FGE	HP SM 9.40 Hebr SW E-Media
T5001FHE	HP SM 9.40 Hung SW E-Media
T5001FJE	HP SM 9.40 Jpn SW E-Media
T5001FKE	HP SM 9.40 Kor SW E-Media
T5001FLE	HP SM 9.40 Turk SW E-Media
T5001FOE	HP SM 9.40 Pol SW E-Media
T5001FPE	HP SM 9.40 B.Prt SW E-Media
T5001FSE	HP SM 9.40 S.Ch SW E-Media
T5001FUE	HP SM 9.40 Dut SW E-Media

T5001FVE	HP SM 9.40 Rus SW E-Media
T5001FWE	HP SM 9.40 Arab SW E-Media
T5001FZE	HP SM 9.40 Itl SW E-Media