



Service Manager 9.4x Extension of Committed Support Announcement

We are announcing the extension of Committed Support for Service Manager 9.4x

Dear Customer,

Thank you for being a Micro Focus customer and using Service Manager 9.4x software.

Micro Focus is announcing the extension of Committed Support for Service Manager 9.4x effective as of June 7, 2018 and this announcement supersedes the earlier announcement made on [Software Support Online](#) for Service Manager 9.4x End of Support dates.

In response to customer feedback and in demonstration of our commitment to you, Micro Focus will extend the End of Committed Support date for Service Manager 9.4x provided an active subscription is in place. This extension of Committed Support will be for both the Service Manager 9.4x Applications and Binaries.

The End of Committed Support date will be extended from March 31, 2019 to March 31, 2020. Customers with an active subscription will continue to receive Committed Support without interruption or price uplift until November 30, 2020. The End of Extended Support Date is unchanged as March 31, 2021.

By extending Committed Support for Service Manager 9.4x we provide our customers time to benefit from upgrading to the latest Service Manager Automation version or evolve to the new container based Micro Focus Service Management Automation X suite.

If you have an interest in upgrading to the latest version of Service Manager, we have an Upgrade Factory that can provide initial upgrade assessment to qualified customers at no additional cost. While this service is dependent on our resource availability, we would encourage you to consider having this assessment done to ease your upgrade effort. If you are interested in seeing if you qualify for this free assessment, you can send an email to sm-upgrade@microfocus.com. Further, our team can offer guidance for your transition to SMAX when you contact us at sma.evolution.help@microfocus.com.

End of Support

Micro Focus is committed to providing the highest level of customer care to you while you determine your future version strategy for your Service Manager products.



Micro Focus Service Manager is comprised of multiple components that are interoperable at different version levels:

- 1) “Binaries” – which include the server run time environment (RTE), web tier, and windows client
- 2) Applications

Micro Focus understands that an upgrade of the Service Manager applications version can take time and often requires both a business and technical impact assessment compared to a more simple binary update of the other components.

Key program dates listed below for Service Manager 9.4x are based on Micro Focus SoftwareGrp’s time based support lifecycle process 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, please check our [Business Support Agreement](#).

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

PROGRAM ACTIVITY	PREVIOUSLY ANNOUNCED TIME LINE	UPDATED TIME LINE
End of Committed Support for Service Manager 9.4x	March 31, 2019	March 31, 2020
End of Extended Support for Service Manager 9.4x	March 31, 2021	Mar 31, 2021
End of Self-Help Support with Rights to New Versions for Service Manager 9.4x	Mar 31, 2025	Mar 31, 2025

Please refer to Appendix A for definition of terms and Appendix B for the list of affected Service Manager 9.4x product numbers.

More information

Should you have any questions about this extension of Committed Support communication, or for assistance in understanding the options available to you, please contact your local Micro Focus sales representative or Micro Focus business partner. When providing information, please include your name, country, phone number, company name, product number and your Micro Focus service agreement identifier or Micro Focus system handle.

In addition, for technical assistance and information, please visit Software Support Online: <http://files.asset.microfocus.com/6785/en/6785.pdf>.



Micro Focus once again wishes to thank you for being a Service Manager customer. We appreciate your business and look forward to continuing to serve your business needs in the future.

Best regards,

Micro Focus



Appendix A: Definitions

This extension of Committed Support is covered by the [Business Support Agreement](#).

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 Micro Focus 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 Micro Focus 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 Micro Focus 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 Micro Focus 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 Micro Focus 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, Micro Focus 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 Micro Focus 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 Micro Focus's intent to communicate with affected Micro Focus product/product version customers in a timely manner. However, there are cases where Micro Focus 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 Micro Focus 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

PRODUCT DESCRIPTION

SKU

T5001FCE	Service Mgr 9.40 Cze SW E-Media
T5001FLE	Service Mgr 9.40 Trk SW E-Media
T5001FDE	Service Mgr 9.40 Grm SW E-Media
T5001FEE	Service Mgr 9.40 Spa SW E-Media
T5001FFE	Service Mgr 9.40 Fre SW E-Media
T5001FGE	Service Mgr 9.40 Hebrew SW E-Media
T5001FHE	Service Mgr 9.40 Hung SW E-Media
T5001FJE	Service Mgr 9.40 Jpn SW E-Media
T5001FKE	Service Mgr 9.40 Kor SW E-Media
T5001FOE	Service Mgr 9.40 Pol SW E-Media
T5001FPE	Service Mgr 9.40 B.Prt SW E-Media
T5001FSE	Service Mgr 9.40 S.Ch SW E-Media
T5001FUE	Service Mgr 9.40 Dut SW E-Media
T5001FVE	Service Mgr 9.40 Rus SW E-Media
T5001FWE	Service Mgr 9.40 Arabic SW E-Media
T5001FZE	Service Mgr 9.40 Itl SW E-Media
T5001FAE	SM 9.40 English SW E-Media

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