Hewlett-Packard Company
3000 Hanover Street
Palo Alto, CA 94304

hp.com

July 24, 2014

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

Dear HP Software Customer,

Thank you for being a Hewlett-Packard (HP) Software customer and using the
Service Manager 7.1x or Service Manager 9.2x software.

This announcement supersedes the earlier announcement made on Software Support
Online for Service Manager 7.1x & 9.2x End of Support dates.

HP 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

HP understands that an upgrade of the HP Service Manager applications version to 9.3x
can take time and often requires both a business and technical impact assessment
compared to a more simple binary update of the other components.

In response to customer feedback and in demonstration of our commitment to you, HP
will extend the End of Support date for Service Manager customers using 7.1x or 9.2x
applications under the following conditions:

1) An active maintenance and support contract is in place
2) All application binaries (server, web, windows client) are upgraded to a 9.3x
   version

For Service Manager 7.1x customers meeting these conditions the end of support date
will be extended from May 31, 2015 to May 31, 2016. Customers with an active
maintenance contract will continue to receive standard support without interruption or
price uplift until May 31, 2016.

For Service Manager 9.2x, customers meeting these conditions the end of support date will be extended from October 31, 2015 to October 31, 2016. Customers with an active maintenance contract will continue to receive standard support without interruption or price uplift until October 31, 2016.

Additionally we have an Upgrade Factory in R&D that provides a free service around architecture review and configuration verification, project planning end estimation assistance, as well as an initial upgrade assessment. 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 smupgrade@hp.com. Additionally, if you would like to understand what options you have available for HP Professional Services or an HP Partner to assist you in the actual implementation work, you can use the same email alias to request this information.

Please contact your HP renewal sales representative or HP software business partner for more information.

End of Support

End of Support time line is:

Date		Program Activity
May 31, 2015	SM 7.1x	End of Support for Service Manager 7.1x, except for Service Manager 7.1x applications with server, web, and client binaries upgraded to Service Manager 9.3x
October 31, 2015	SM 9.2x	End of Support for Service Manager 9.2x, except for Service Manager 9.2x applications with server, web, and client binaries upgraded to Service Manager 9.3x
May 31, 2016	SM 7.1x	End of Support for Service Manager 7.1x applications with server, web, and client binaries upgraded to Service Manager 9.3x
October 31, 2016	SM 9.2x	End of Support for Service Manager 9.2x applications with server, web, and client binaries upgraded to Service Manager 9.3x
May 31, 2017	SM 7.1x	End of Self-Help Support for Service Manager 7.1x, except for Service Manager 7.1x applications with server, web, and client binaries upgraded to Service Manager 9.3x
October 31, 2017	SM 9.2x	End of Self-Help Support for Service Manager 9.2x, except for Service Manager 9.2x applications with server, web, and client binaries upgraded to Service Manager 9.3x
May 31, 2018	SM 7.1x	End of Self-Help Support for Service Manager 7.1x applications with server, web, and client binaries upgraded to

		Service Manager 9.3x
October 31, 2018	SM 9.2x	End of Self-Help Support for Service Manager 9.2x applications with server, web, and client binaries upgraded to Service Manager 9.3x

Please refer to attached Appendix A for definition of terms for product obsolescence and Appendix B for the list of affected Service Manager 7.1x & 9.2x product numbers.

More information

Should you have any questions about this End of Support extension communication, or for assistance in understanding the options available to you, please contact your local HP sales representative or HP software business partner. When providing information, please include your name, country, phone number, company name, product number and your HP Service Agreement ID or HP System Handle.

This announcement does not change the current support options for Service Center 6.2x. For information about Service Center 6.2x End of Support and Limited Support option, please visit:
http://support.openview.hp.com/encore/service-center_6_2x.jsp .
In addition, for technical assistance and information, please visit Software Support Online:
hp.com/go/hpsoftwaresupport

We appreciate your business and look forward to continuing to serve your business needs in the future.

Sincerely,

HP Software Services

APPENDIX A: Definitions

This product version obsolescence is covered by version 4.4 of the HP Software Release & Support policy. Definitions of terms are provided by the HP Software product version obsolescence documented at:
hp.com/go/hpsoftwaresupport/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 HP Software 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 HP Software 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 HP Software 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.

Self-Help Support
Self-Help Support is an integral component of all HP Software Support contracts. Self-Help Support consists of web-based access to the online support Knowledge Base, which contains technical information for HP Software products including white papers, existing patches and known problems for a specific product version.

In some instances support for specific HP Software 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 HP's intent to communicate with affected HP

Software product/product versions customers in a timely manner. However, there are cases where HP 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 HP Software 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 Number	Product Description
T5001BA	HP SM 7.10 English SW Media
T5001BAE	HP SM 7.10 English SW E-Media
T5001BC	HP SM 7.10 Czech SW Media
T5001BCE	HP SM 7.10 Czech SW E-Media
T5001BD	HP SM 7.10 Grm SW Media
T5001BDE	HP SM 7.10 Grm SW E-Media
T5001BE	HP SM 7.10 Spn SW Media
T5001BEE	HP SM 7.10 Spn SW E-Media
T5001BF	HP SM 7.10 Frn SW Media
T5001BFE	HP SM 7.10 Frn SW E-Media
T5001BH	HP SM 7.10 Hung SW Media
T5001BHE	HP SM 7.10 Hung SW E-Media
T5001BJ	HP SM 7.10 Jpn SW Media
T5001BJE	HP SM 7.10 Jpn SW E-Media
T5001BK	HP SM 7.10 Kor SW Media
T5001BKE	HP SM 7.10 Kor SW E-Media
T5001BO	HP SM 7.10 Pol SW Media
T5001BOE	HP SM 7.10 Pol SW E-Media

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T5001BP	HP SM 7.10 B.Prt SW Media
T5001BPE	HP SM 7.10 B.Prt SW E-Media
T5001BS	HP SM 7.10 S.Chs SW Media
T5001BSE	HP SM 7.10 S.Chs SW E-Media
T5001BU	HP SM 7.10 Dut SW Media
T5001BUE	HP SM 7.10 Dut SW E-Media
T5001BV	HP SM 7.10 Rus SW Media
T5001BVE	HP SM 7.10 Rus SW E-Media
T5001BZ	HP SM 7.10 Itl SW Media
T5001BZE	HP SM 7.10 Itl SW E-Media
T5001CA	HP SM 7.11 English SW Media
T5001CAE	HP SM 7.11 English SW E-Media
T5001CC	HP SM 7.11 Czh SW Media
T5001CCE	HP SM 7.11 Czh SW E-Media
T5001CD	HP SM 7.11 Ger SW Media
T5001CDE	HP SM 7.11 Ger SW E-Media
T5001CE	HP SM 7.11 Spa SW Media
T5001CEE	HP SM 7.11 Spa SW E-Media
T5001CF	HP SM 7.11 Frn SW Media
T5001CFE	HP SM 7.11 Frn SW E-Media
T5001CH	HP SM 7.11 Hun SW Media
T5001CHE	HP SM 7.11 Hun SW E-Media
T5001CJ	HP SM 7.11 Jpn SW Media
T5001CJE	HP SM 7.11 Jpn SW E-Media
T5001CK	HP SM 7.11 Kor SW Media
T5001CKE	HP SM 7.11 Kor SW E-Media
T5001CO	HP SM 7.11 Pol SW Media
T5001COE	HP SM 7.11 Pol SW E-Media
T5001CP	HP SM 7.11 Brz SW Media
T5001CPE	HP SM 7.11 Brz SW E-Media
T5001CS	HP SM 7.11 Sch SW Media
T5001CSE	HP SM 7.11 Sch SW E-Media
T5001CU	HP SM 7.11 Dut SW Media
T5001CUE	HP SM 7.11 Dut SW E-Media
T5001CV	HP SM 7.11 Rus SW Media

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T5001CVE	HP SM 7.11 Rus SW E-Media
T5001CZ	HP SM 7.11 Ita SW Media
T5001CZE	HP SM 7.11 Ita SW E-Media
T5028AAE	HP SM KM ESS Usr for SM7.x+9.2x SW E-LTU
T5028AA	HP SM KM ESS Usr for SM7.x+9.2x SW LTU
T5026AAE	HP SM KM Flt Usr for SM7.x+9.2x SW E-LTU
T5026AA	HP SM KM Flt Usr for SM7.x+9.2x SW LTU
T5027AAE	HP SM KM Nmd Usr for SM7.x+9.2x SW E-LTU
T5027AA	HP SM KM Nmd Usr for SM7.x+9.2x SW LTU
T4903BAE	HP IT Svc Perf Suite 7.10 SW E-Media
T4903BA	HP IT Svc Perf Suite 7.10 SW Media
T4903CAE	HP IT Svc Perf Suite 7.11 SW E-Media
T4903CA	HP IT Svc Perf Suite 7.11 SW Media
T9767BAE	HP IT Chg Mgmt Suite 7.10 Eng SW E-Media
T9767BA	HP IT Chg Mgmt Suite 7.10 Eng SW Media
T9767CAE	HP IT Chg Mgmt Suite 7.11 Eng SW E-Media
T9767CA	HP IT Chg Mgmt Suite 7.11 Eng SW Media
T5001DAE	HP SM 9.20 English SW E-Media
T5001DA	HP SM 9.20 English SW Media
T5001DCE	HP SM 9.20 Czh SW E-Media
T5001DC	HP SM 9.20 Czh SW Media
T5001DDE	HP SM 9.20 Ger SW E-Media
T5001DD	HP SM 9.20 Ger SW Media
T5001DEE	HP SM 9.20 Spa SW E-Media
T5001DE	HP SM 9.20 Spa SW Media
T5001DFE	HP SM 9.20 Frn SW E-Media
T5001DF	HP SM 9.20 Frn SW Media
T5001DHE	HP SM 9.20 Hun SW E-Media
T5001DH	HP SM 9.20 Hun SW Media
T5001DJE	HP SM 9.20 Jpn SW E-Media
T5001DJ	HP SM 9.20 Jpn SW Media
T5001DKE	HP SM 9.20 Kor SW E-Media
T5001DK	HP SM 9.20 Kor SW Media
T5001DOE	HP SM 9.20 Pol SW E-Media
T5001DO	HP SM 9.20 Pol SW Media

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T5001DPE	HP SM 9.20 Brz SW E-Media
T5001DP	HP SM 9.20 Brz SW Media
T5001DSE	HP SM 9.20 Sch SW E-Media
T5001DS	HP SM 9.20 Sch SW Media
T5001DU	HP SM 9.20 Dut SW Media
T5001DUE	HP SM 9.20 Dut SW E-Media
T5001DV	HP SM 9.20 Rus SW Media
T5001DVE	HP SM 9.20 Rus SW E-Media
T5001DZE	HP SM 9.20 Ita SW E-Media
T5001DZ	HP SM 9.20 Ita SW Media
T9768AA	HP IT Change Mgmt Suite Nmd Usr SW LTU
T9768AAE	HP IT Change Mgmt Suite Nmd Usr SW E-LTU
T9769AA	HP IT Change Mgmt Suite Flt Usr SW LTU
T9769AAE	HP IT Change Mgmt Suite Flt Usr SW E-LTU
T5000AA	HP SM Server SW LTU
T5000AAE	HP SM Server SW E-LTU
T5012AA	HP SM KM Search Engine 2.0 SW Media
T5012AAE	HP SM KM Search Engine 2.0 SW E-Media
T5014AA	HP SM Foundation Flt Usr SW LTU
T5014AAE	HP SM Foundation Flt Usr SW E-LTU
T5015AA	HP SM Foundation Nmd Usr SW LTU
T5015AAE	HP SM Foundation Nmd Usr SW E-LTU
T5016AA	HP SM Help Desk Flt Usr SW LTU
T5016AAE	HP SM Help Desk Flt Usr SW E-LTU
T5017AA	HP SM Help Desk Nmd Usr SW LTU
T5017AAE	HP SM Help Desk Nmd Usr SW E-LTU
T5018AA	HP SM Change Mgmt Flt Usr SW LTU
T5018AAE	HP SM Change Mgmt Flt Usr SW E-LTU
T5019AA	HP SM Change Mgmt Nmd Usr SW LTU
T5019AAE	HP SM Change Mgmt Nmd Usr SW E-LTU
T5020AA	HP SM Request Mgmt Flt Usr SW LTU
T5020AAE	HP SM Request Mgmt Flt Usr SW E-LTU
T5021AA	HP SM Request Mgmt Nmd Usr SW LTU
T5021AAE	HP SM Request Mgmt Nmd Usr SW E-LTU
T5022AA	HP SM Asset Contracts Flt Usr SW LTU

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T5022AAE	HP SM Asset Contracts Flt Usr SW E-LTU
T5023AA	HP SM Asset Contracts Nmd Usr SW LTU
T5023AAE	HP SM Asset Contracts Nmd Usr SW E-LTU
T5024AA	HP SM SLM Flt Usr SW LTU
T5024AAE	HP SM SLM Flt Usr SW E-LTU
T5025AA	HP SM SLM Nmd Usr SW LTU
T5025AAE	HP SM SLM Nmd Usr SW E-LTU

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