



Nov 2012

Dear Valued Serviceguard Extension for RAC Customer:

In order to assist you with your future systems planning, HP would like to share with you its product support model for Serviceguard Extension for RAC. This is to ensure that you have the most up to date high availability products to continue protecting your mission critical environments.

The following definitions have been created to help you understand the terminology used:

- **Introduction:** The date the software became for sale.
- **Patch Phase:** HP will create patches for the software during this period. HP will port fixes for critical and serious issues to versions still in the patch phase at our discretion.
- **Support Phase:** Support contracts will continue to be sold during this period. HP Response Center will continue to take calls and patches will be created for critical issues related to security and data integrity.

After the Support Phase End Date HP has no further obligation to provide support or patches to the software. You are encouraged to upgrade to the next recommended product version before the Support Phase End Date for your version of Serviceguard Extension for RAC.

Additionally, the following Serviceguard Extension for RAC A.11.XX versions will end support as indicated:

Version	Compatible HP-UX versions	Introduction Date	Patch Phase End Date	Support Phase End Date	Oracle Version supported*
A.11.16	HP-UX 11iv1	Jun-2004	31-Dec-2008	31-Dec-2015	RAC 9.2.0, 10g
A.11.16	HP-UX 11iv2	Jun-2004	30-Jun-2006	30-Jun-2009	RAC 9.2.0, 10g
A.11.17	HP-UX 11iv2	Dec-2005	31-Dec-2007	31-Dec-2010	RAC 9.2.0, 10g
A.11.17.01	HP-UX 11iv3	Feb-2007	28-Feb-2009	29-Feb-2012	RAC 9.2.0, 10g
A.11.18	HP-UX 11iv2	Jun-2007	30-Sep-2009	30-Jun-2012	RAC 9.2.0, 10g
A.11.18	HP-UX 11iv3	Sep-2007	30-Sep-2009	30-Sep-2012	RAC 9.2.0, 10g
A.11.19	HP-UX 11iv2	Mar-2009	31-May-2012	31-Dec-2015	RAC 9.2.0, 10g, 11g
A.11.19	HP-UX 11iv3	Mar-2009	31-May-2012	31-Mar-2014	RAC 9.2.0, 10g, 11g
A.11.20	HP-UX 11iv3	Sep-2010	30-Apr-2015	30-Sep-2017	RAC 10g, 11g

*For detailed information please refer to the support matrix at: www.hp.com/go/hpux-serviceguard-docs

Please visit <http://www.hp.com/software/releases/releases-media2/index.html> for the latest information on support of HP's high availability products.

In certain cases, Oracle may stop providing fixes for a specific version of Oracle Real Application Clusters before Serviceguard Extension for RAC reaches its Support Phase End Date. In these instances, if all Oracle Real Application Clusters versions supported for a specific version of Serviceguard Extension for RAC are out of patch life, then support for that Serviceguard Extension for RAC version will also end. Otherwise, Support Phase End Date for Serviceguard Extension for RAC versions will follow the Serviceguard release support model for the equivalent Serviceguard versions.

Starting with Serviceguard A.11.19, if HP releases a Serviceguard or Serviceguard Extension for RAC "feature release" patch, designated as such in the patch text, HP may extend the end of Patch Phase End Date for that version to 2 years from patch release date. In such cases, the end of Support Phase End Date will not change.

During the Support Phase, if you purchase a support contract, you will continue to receive support assistance from the HP Response Center through the Support Phase End Date. Customers with specialized support agreements will be addressed individually. HP will continue to honor our customer support agreements until the End of Support. HP will refund a pro-rata portion of any prepaid support contracts that expire after that date.

We take this opportunity to thank you for choosing HP products. We hope that you will continue to look to HP for your future computing solutions. For additional information on HP's high availability and disaster tolerant solutions, please visit www.hp.com/go/serviceguard.

Please contact your local HP office if you have any questions or concerns.

Sincerely,

Hewlett-Packard Company