



Nov 2012

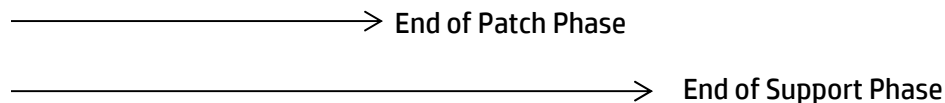
Dear Valued Serviceguard Manager Customer:

In order to assist you with your future systems planning, HP would like to share with you its product support model for HP Serviceguard Manager running on HP-UX. 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 at our discretion.

< Standard & Critical Patches ><Only Critical Patches>



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. The rolling upgrade feature within Serviceguard will minimize downtime required to perform the upgrade.

All Serviceguard Manager versions prior to those listed in the table below has reached their Support Phase End Date. The following Serviceguard Manager A.xx.xx versions will end support as indicated in the following table. Support dates for B.xx.xx versions match the support dates of the associated Serviceguard version.

Serviceguard Manager	Compatible Serviceguard versions	Introduction Date	Patch Phase End Date	Support Phase End Date
A.05.01	A.11.16.xx, A.11.17.xx	Dec 2006	31 Dec 2008	31 Dec 2015

The table specifies duration of support phases for HP Serviceguard Manager. It doesn't replace the original support matrix for any release. The applicable support matrix can be found in the release notes of each product version. Only the support matrix has the full information of supported release combinations of HP-UX, SAP application software, database component and HP Serviceguard. This document complements the release note.

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

Please Note: HP Serviceguard Manager A.xx.xx is a standalone Java-based application and HP Serviceguard Manager B.xx.xx is a web-based application that works in the HP Systems Management Homepage framework.

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 Support Phase End Date. HP will refund a pro-rata portion of any prepaid support contracts that expire after that date.

Typically, the last Serviceguard Manager version released on a particular Serviceguard version will have an extended Support Phase that matches the Support Phase End Date for the Serviceguard version. In no case will the Serviceguard Manager Support Phase extend beyond the End Date for support of the corresponding Serviceguard version.

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