



August 2010

Dear Valued Metrocluster and Continentalclusters Customer:

In order to assist you with your future systems planning, Hewlett-Packard would like to share with you its Metrocluster and Continentalclusters product support model. This is to ensure that you have the most up to date products to safeguard your business continuity.

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

- Introduction: The date on which software is available for sale.
- Patch Phase: HP will create patches for the software during this period.
- 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 and serious issues related to security and data integrity.
- End of Support: End date of the Support Phase in which time HP has no further obligation to provide support or patches to the software. Customers are encouraged to upgrade to the next recommended product version.

Support for the HP-UX 11.0 operating system has ended effective December 2006. Therefore, support for all Serviceguard releases and for all Metrocluster and Continentalclusters releases running on HP-UX 11.0 has also come to an end, effective December 2006. Product versions no longer supported are not shown in the tables below.

The following table provides information on support for the releases of Metrocluster and Continentalclusters which run on HP-UX 11i v1 (also known as HP-UX 11.11).

| Product Name | Version | Introduction Date | Patch Phase End Date | Support Phase End Date |
|---|----------------|--------------------------|-----------------------------|-------------------------------|
| Metrocluster with Continuous Access XP | A.05.00 | Dec-2005 | Dec-2008 | 31-Dec-2013 |
| Metrocluster with Continuous Access EVA | A.01.00 | Dec-2004 | Dec-2008 | 31-Dec-2013 |
| Metrocluster with EMC SRDF | A.05.01 | Jun-2007 | Dec-2008 | 31-Dec-2013 |
| Continentalclusters | A.05.01 | Dec-2005 | Dec-2008 | 31-Dec-2013 |

The following table provides information on support for the releases of Metrocluster and Continentalclusters which run on HP-UX 11i v2 (also known as HP-UX 11.23).

| Product Name | Version | Introduction Date | Patch Phase End Date | Support Phase End Date |
|---|----------------|--------------------------|---|-------------------------------|
| Metrocluster with Continuous Access XP | A.06.00 | Dec-2006 | Dec-2007 | 31-Dec-2009 |
| | A.07.00 | Dec-2007 | Dec-2008 | 31-Dec-2010 |
| | A.08.00 | Sep-2008 | Sep-2009 | 31-Dec-2011 |
| | A.09.00 | Mar-2009 | Mar-2010 | 31-Dec-2012 |
| | A.10.00 | Sep-2009 | Sep-2010 | 31-Dec-2012 |
| | A.11.00 | Sep-2010 | Next release of Metrocluster with Continuous Access XP on HP-UX 11i v2 | 31-Dec-2013 |
| Metrocluster with Continuous Access EVA | A.02.00 | Dec-2007 | Dec-2008 | 31-Dec-2010 |
| | A.03.00 | Sep-2008 | Sep-2009 | 31-Dec-2011 |
| | A.04.00 | Mar-2009 | Mar-2010 | 31-Dec-2012 |
| | A.05.00 | Sep-2009 | Sep-2010 | 31-Dec-2012 |
| | A.05.01 | Sep-2010 | Next release of Metrocluster with Continuous Access EVA on HP-UX 11i v2 | 31-Dec-2013 |
| Metrocluster with EMC SRDF | A.05.01 | Dec-2006 | Dec-2007 | 31-Dec-2009 |
| | A.06.00 | Dec-2007 | Dec-2008 | 31-Dec-2010 |
| | A.07.00 | Sep-2008 | Sep-2009 | 31-Dec-2011 |



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|---------------------|---------|----------|---|-------------|
| | A.08.00 | Mar-2009 | Mar-2010 | 31-Dec-2012 |
| | A.09.00 | Sep-2009 | Sep-2010 | 31-Dec-2012 |
| | A.09.01 | Sep-2010 | Next release of Metrocluster EMC SRDF on HP-UX 11i v2 | 31-Dec-2013 |
| Continentalclusters | A.06.00 | Dec-2006 | Dec-2007 | 31-Dec-2009 |
| | A.07.00 | Dec-2007 | Mar-2009 | 31-Dec-2010 |
| | A.07.01 | Mar-2009 | Sep-2010 | 31-Dec-2012 |
| | A.08.00 | Sep-2010 | Next release of Continentalcluster on HP-UX 11i v2 | 31-Dec-2013 |

The following table provides information on support for the releases of Metrocluster and Continentalclusters which run on HP-UX 11i v3 (also known as HP-UX 11.31).

| Product Name | Version | Introduction Date | Patch Phase End Date | Support Phase End Date |
|--|---------|-------------------|---|------------------------|
| Metrocluster with Continuous Access XP | A.06.00 | Sep-2007 | Sep-2008 | 31-Dec-2010 |
| | A.07.00 | Dec-2007 | Dec-2008 | 31-Dec-2010 |
| | A.08.00 | Sep-2008 | Sep-2009 | 31-Dec-2011 |
| | A.09.00 | Mar-2009 | Mar-2010 | 31-Dec-2012 |
| | A.10.00 | Sep-2009 | Sep-2010 | 31-Dec-2012 |
| | A.11.00 | Sep-2010 | Next release of Metrocluster with Continuous Access XP on | 31-Dec-2013 |

| | | | HP-UX 11i v3 | |
|---|---------|----------|---|-------------|
| Metrocluster with Continuous Access EVA | A.02.00 | Mar-2008 | Mar-2009 | 31-Dec-2011 |
| | A.03.00 | Sep-2008 | Sep-2009 | 31-Dec-2011 |
| | A.04.00 | Mar-2009 | Mar-2010 | 31-Dec-2012 |
| | A.05.00 | Sep-2009 | Sep-2010 | 31-Dec-2012 |
| | A.05.01 | Sep-2010 | Next release of Metrocluster with Continuous Access EVA on HP-UX 11i v3 | 31-Dec-2013 |
| Metrocluster with EMC SRDF | A.06.00 | Mar-2008 | Mar-2009 | 31-Dec-2011 |
| | A.07.00 | Sep-2008 | Sep-2009 | 31-Dec-2011 |
| | A.08.00 | Mar-2009 | Mar-2010 | 31-Dec-2012 |
| | A.09.00 | Sep-2009 | Sept-2010 | 31-Dec-2012 |
| | A.09.01 | Sep-2010 | Next release of Metrocluster EMC SRDF on HP-UX 11i v3 | 31-Dec-2013 |
| Continentalclusters | A.06.01 | Sep-2007 | Sep-2008 | 31-Dec-2010 |
| | A.07.00 | Dec-2007 | Mar-2009 | 31-Dec-2010 |
| | A.07.01 | Mar-2009 | Sep-2010 | 31-Dec-2012 |
| | A.08.00 | Sep-2010 | Next release of Continentalcluster on HP-UX 11i v3 | 31-Dec-2013 |

Note: Customers running Metrocluster and Continentalclusters should also check the Serviceguard support information to ensure that they are running on a supported version of Serviceguard.

HP recommends that customers upgrade to the latest version prior to your current version's end of



support date listed above.

During the Support Phase, customers who purchase support contracts will continue to receive support assistance from the HP Response Center through the End of Support 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 Hewlett-Packard products. We hope that you will continue to look to Hewlett-Packard for your future computing solutions. For additional information on HP's high availability and business continuity 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