



August 2010

Dear Valued Quorum Server 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 Quorum Sever running on HP-UX or Linux. 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 available.
- Support Phase: HP Serviceguard support contracts will be sold during this period (Quorum Server support included). HP Response Center will take calls and new Quorum Server versions will be created for critical and serious issues at our discretion.

After the Support Phase End Date, HP has no further obligation to provide support or fixes to the software. You are encouraged to upgrade to the next recommended product version before the Support Phase End Date for your version of Quorum Server.

All Quorum Servers versions prior to those listed in the table below have reached their Support Phase End Date.

The following Quorum Server versions will end support as indicated:

<b>Version</b>	<b>Compatible HP-UX and Linux versions</b>	<b>Introduction Date</b>	<b>Support Phase End Date</b>
A.02.00.04	HP-UX 11i v1, HP-UX 11i v2, HP-UX 11i v3, RedHat 3, RedHat 4, SLES9, SLES10	Feb-2007	Oct-2010 (last QS versions with RH 3 support, date set at RH 3 End of support date, transition to newer QS version)
A.03.00	HP-UX 11i v1, HP-UX 11i v2, HP-UX 11i v3, RedHat 4, RedHat 5, SLES9, SLES10	Dec-2007	Dec-2013 (last QS versions with HP-UX 11iv1 support, date set at 11iv1 OS End of support date, transition to newer QS version)



A.04.00	HP-UX 11i v2, HP-UX 11i v3, RedHat 5, SLES10, SLES11	Mar-2009	12 months after release of next revision
---------	---	----------	--

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

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. The minimum Support Phase overlap between the current Quorum Server revision and the next revision will be 12 months.

Typically, the last Quorum Server version released on a particular HP-UX or Linux version will have an extended Support Phase that matches the Support Phase End Date for the OS version. This is the case for Quorum Server A.02.00.04 on Red Hat 3 and Quorum Server A.03.00 on HP-UX 11i v1. Quorum Server A.02.00.04 is the last release with Red Hat 3 support, and the Quorum Server end of support date was extended to match the Red Hat 3 end of support date (October 2010). Quorum Server A.03.00 is the last release with HP-UX 11iv1 support, and the Quorum Server end of support date was extended to match the HP-UX 11iv1 end of support date (December 2013).

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](http://www.hp.com/go/serviceguard). Please contact your local HP office if you have any questions or concerns.

Sincerely,

Hewlett-Packard Company