



September 2007

Dear Valued Serviceguard Customer:

In order to assist you with your future systems planning, Hewlett-Packard would like to share with you its product support model for currently supported HP Serviceguard on Linux versions and HP Extended Distance Cluster for Linux versions. This is to ensure that you have the most up to date high availability products to continue protecting your business critical environments.

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 and certify that the software works with the current or new Linux kernel "errata" 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 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 for Linux. The rolling upgrade feature within Serviceguard will minimize downtime required to perform the upgrade.

When 2 SGLX versions exist for a distro, the patch phase for the earlier version may end earlier. The minimum patch phase overlap will be 6 months

All Serviceguard for Linux versions prior to those listed in the table below have reached their Support Phase End Date.

The following tables detail the released versions of Serviceguard for Linux support end dates:

HP Serviceguard for Linux on Red Hat					
Serviceguard Version	Red Hat O.S. version	Introduction Date	Certified Server Brand	Patch Phase End Date	Support Phase End Date
A.11.14	Red Hat EL 2.1	January, 2003	HP ProLiant	May 31, 2005	May 31, 2009 (End of Red Hat O.S. Support)
A.11.15	Red Hat EL 3	April, 2004	HP ProLiant HP Integrity	December 31, 2005	April 30, 2006 (migrate to A.11.16)
A.11.16	Red Hat EL 3	February, 2005	HP ProLiant HP Integrity Select non-HP x86 servers	October 31, 2006	October 31, 2010 (End of Red Hat O.S. Support)



A.11.16	Red Hat EL 4	July, 2005	HP ProLiant HP Integrity Select non-HP x86 servers	October 31, 2008	October 31, 2009* (Migrate to 11.18))
A.11.18	Red Hat EL 4	July, 2007	HP ProLiant HP Integrity Select non-HP x86 servers	October 31, 2008	February 29, 2012
A.11.18	Red Hat EL 5	July, 2007	HP ProLiant HP Integrity Select non-HP x86 servers	March 31, 2010*	March 31, 2014*

Serviceguard for Linux on SUSE /UnitedLinux					
Serviceguard Version	SUSE/United Linux O.S. Version	Introduction Date	Certified Server Brand	Patch Phase End Date	Support Phase End Date
A.11.14	SLES 8/UL 1.0	July, 2003	HP ProLiant	July 31, 2004	2005
A.11.15	SLES 8/UL 1.0	November, 2003	HP ProLiant HP Integrity	December 31, 2005	November 30, 2007 (End of SUSE O.S. Support)
A.11.16	SLES 9	February, 2005	HP ProLiant HP Integrity Select non-HP x86 servers	July 31, 2008	July 31, 2010 (End of SUSE O.S. Support)
A.11.16	SLES 10	October, 2006	HP ProLiant HP Integrity Select non-HP x86 servers	July 31, 2008*	July 31, 2009* (Migrate to 11.18)
A.11.18	SLES 10	July, 2007	HP ProLiant HP Integrity Select non-HP x86 servers	July 31, 2010	July 31, 2012*



Serviceguard Extended Distance Cluster (SG XDC) for Linux					
SG XDC Version	Serviceguard For Linux version	Linux O.S. version	Introduction Date	Patch Phase End Date	Support Phase End Date
A.01.00	A.11.16	Red Hat EL 4 SLES 9 SLES 10	December, 2006	Same dates as shown above for matching Serviceguard and Linux OS versions*	
A.01.01	A.11.18	Red Hat EL 4 Red Hat EL 5 SLES 10	August, 2007	Same dates as shown above for matching Serviceguard and Linux OS versions*	

* These dates may change to be earlier, if a subsequent HP Serviceguard for Linux release supports this Linux distribution.

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.

For information about support of earlier versions of Serviceguard for Linux, please contact your local HP office. For current information on certified configurations and errata, please review the configuration guide and certification matrix at www.hp.com/info/sglx.

Generally, for any Serviceguard for Linux release, there will be a minimum of 2 years from introduction of Serviceguard support of an operating system (O.S.), to the end of support phase for that O.S. A minimum of one year will be provided to upgrade after release of a newer Serviceguard version for the same O.S. version.

Generally, for any Serviceguard Extended Distance Cluster for Linux release, end of patch and end of support dates will follow the dates for the matching Serviceguard and Linux OS versions.

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 Linux high availability and disaster tolerant solutions, please visit www.hp.com/go/sglx. Please contact your local HP office if you have any questions or concerns.

Sincerely,

HP Infrastructure Solutions Marketing