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Dear Valued Serviceguard Storage Management 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 Storage Management Suite running on HP-UX. 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 the software became available 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.

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 Storage Management Suite.

The following Serviceguard Storage Management Suite (SG SMS) will end support as indicated:

Version	Compatible HP-UX versions	Serviceguard Introduction Date	SG SMS Introduction Date	Patch Phase End Date	Support Phase End Date
SG SMS A.01.00 (based on SG A.11.17)	HP-UX 11i v2	Dec-2005	Dec-2005	10-Jul-2008	31-Dec-2010
SG SMS A.01.01 (based on SG A.11.18)	HP-UX 11i v2	Jun-2007	Jun-2007	30-Sep-2009	30-Jun-2012
SG SMS A.02.00 (based on SG A.11.18)	HP-UX 11i v2	Jun-2007	July-2007	30-Sep-2009	30-Jun-2012

SG SMS A.02.00 (based on SG A.11.18)	HP-UX 11i v3	Sep-2007	Jun-2008	30-Sep-2009	30-Sep-2012
SG SMS A.02.01 (based on SG A.11.19)	HP-UX 11i v2	Mar-2009	Apr-2009	31-May-2012	31-Dec-2013
SG SMS A.02.01 (based on SG A.11.19)	HP-UX 11i v3	Mar-2009	Apr-2009	31-May-2012	31-Mar-2014
SG SMS A.02.01.01 (based on SG A.11.19)	HP-UX 11i v3	Mar-2009	May-2010	31-May-2012	31-Mar-2014
SG SMS A.03.00 (based on SG A.11.19)	HP-UX 11i v3	Mar-2009	Nov-2009	31-May-2012	31-Mar-2014
SG SMS A.03.01 (based on SG A.11.20)	HP-UX 11i v3	Sep-2010	Oct-2010	30-Apr-2013	30-Sep-2015
SG SMS A.04.00 (based on SG A.11.20)	HP-UX 11i v3	Sep-2010	Apr-2011	30-Apr-2013	30-Sep-2015

SG SMS products on HP-UX 11i v2 and HP-UX 11i v3 for your reference:

HP-UX OS version	HP-UX 11i v2	HP-UX 11i v2	HP-UX 11i v3	HP-UX 11i v3	HP-UX 11i v3
Serviceguard version	A.11.17 & A.11.18	A.11.18 & A.11.19	A.11.18 & A.11.19	A.11.19 & A.11.20	A.11.20
Symantec/Veritas version	4.1	5.0	5.0	5.0.1	5.1 SP1
SG SMS Version	A.01.00 & A.01.01	A.02.00 & A.02.01	A.02.00 & A.02.01 or A.02.01.01	A.03.00 & A.03.01	A.04.00
Serviceguard Storage Mgmt	T2771BA	T2771CA	T2771CB	T2771DB	N/A
Serviceguard Storage Mgmt Premium	T2772BA	T2772CA	T2772CB N/A for A.02.01.01	N/A	N/A

Serviceguard Storage Mgmt for Oracle	T2773BA	T2773CA	T2773CB	T2773DB	N/A
Serviceguard Storage Mgmt for Oracle Prem	T2774BA	T2774CA	T2774CB	T2774DB	T2774EB
Serviceguard Cluster File System	T2775BA	T2775CA	T2775CB	T2775DB	N/A
Serviceguard Cluster File System for Oracle	T2776BA	T2776CA	T2776CB N/A for A.02.01.01	N/A	N/A
Serviceguard Cluster File System for RAC	T2777BA	T2777CA	T2777CB	T2777DB	T2777EB
MCOE w/ Serviceguard Storage Management for Oracle Premium	T2794BA	T2794CA	N/A	N/A	N/A
MCOE w/ Serviceguard Cluster File System	T2795BA	T2795CA	N/A	N/A	N/A
MCOE w/ Cluster File System for Oracle	T2796BA	T2796CA	N/A	N/A	N/A
MCOE w/ Serviceguard Cluster File System for RAC	T2797BA	T2797CA	N/A	N/A	N/A
HAOE w/ Serviceguard Storage Management for Oracle Premium	N/A	N/A	T8684CB	T8684DB	T8684EB
HAOE w/ Serviceguard Cluster File System	N/A	N/A	T8685CB	T8685DB	N/A
HAOE w/ Cluster File System for Oracle	N/A	N/A	T8686CB	T8686DB	N/A
HAOE w/ Serviceguard Cluster File System for RAC	N/A	N/A	T8687CB	T8687DB	T8687EB
DCOE w/ Serviceguard Storage Management for Oracle Premium	N/A	N/A	T8694CB	T8694DB	T8694EB
DCOE w/ Serviceguard Cluster File System	N/A	N/A	T8695CB	T8695DB	N/A
DCOE w/ Cluster File System for Oracle	N/A	N/A	T8696CB	T8696DB	N/A
DCOE w/ Serviceguard Cluster File System for RAC	N/A	N/A	T8697CB	T8697DB	T8697EB

Versions (Without Serviceguard)					
Storage Management for Oracle	T2789BA	T2789CA	T2789CB	T2789DB	N/A
Storage Management for Oracle Premium	T2790BA	T2790CA	N/A	N/A	N/A
EOE w Storage Management for Oracle Premium	T2792BA	T2792CA	N/A	N/A	N/A

Note: SG SMS versions A.01.00 and A.01.01 are no longer available for sale.

With the latest version SG SMS A.04.00, we are shipping a simplified portfolio of SG SMS products. In this release, we are retaining the main offerings to satisfy your high availability and storage management needs, including bundles T2774xx, T2777xx, T8684x, T8687xx, T8694xx and T8697xx. For information on the discontinued products and upgrade paths, refer to the "HP Serviceguard Storage Management Suite Discontinuance Letter" at the following URL: http://www.hp.com/software/releases/releases-media2/notices/SG_SMS_Discontinuance_Letter_March_2011.pdf

SMS Products (Without Serviceguard) end of patch phase and end of support date is also aligned with the corresponding SG SMS versions.

Please visit <http://www.hp.com/software/releases/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 Patch Phase and Support Phase will follow the corresponding end dates for the Serviceguard version included in the Serviceguard Storage Management Suite bundle.

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