



October, 2007

Dear Valued HP 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.

< 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 Storage Management Suite.

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

<b>Version</b>	<b>Compatible HP-UX versions</b>	<b>Serviceguard Introduction Date</b>	<b>SG SMS Introduction Date</b>	<b>Patch Phase End Date</b>	<b>Support Phase End Date</b>
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-Jun-2009	30-Jun-2012



Serviceguard Storage Management Suite products on HP-UX 11i v2 for your reference:

<b>SG SMS A.01.00 &amp; A.01.01 Product #</b>	<b>SG SMS A.02.00 Product #</b>	<b>HP Serviceguard Storage Management Suite</b>
T2771BA	T2771CA	Serviceguard Storage Management
T2772BA	T2772CA	Serviceguard Storage Management Premium
T2773BA	T2773CA	Serviceguard Storage Management for Oracle
T2774BA	T2774CA	Serviceguard Storage Management for Oracle Premium
T2775BA	T2775CA	Serviceguard Cluster File System
T2776BA	T2776CA	Serviceguard Cluster File System for Oracle
T2777BA	T2777CA	Serviceguard Cluster File System for RAC
<b>SG SMS A.01.00 &amp; A.01.01 Product #</b>	<b>SG SMS A.02.00 Product #</b>	<b>Mission Critical OE with Serviceguard Storage Mgmt Suite</b>
T2794BA	T2794CA	MCOE w/ Serviceguard Storage Management for Oracle Premium
T2795BA	T2795CA	MCOE w/ Serviceguard Cluster File System
T2796BA	T2796CA	MCOE w/ Cluster File System for Oracle
T2797BA	T2797CA	MCOE w/ Serviceguard Cluster File System for RAC

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

Sincerely,

Hewlett-Packard Company