



April 2011

Dear Valued Serviceguard 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 running on HP-UX. 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 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.

< Standard & Critical Patches ><Only Critical Patches>

—————> End of Patch Phase

—————> End of Support Phase

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. The rolling upgrade feature within Serviceguard will minimize downtime required to perform the upgrade.

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

The following Serviceguard A.11.XX versions will end support as indicated:

Version	Compatible HP-UX versions	Introduction Date	Patch Phase End Date	Support Phase End Date
A.11.16	HP-UX 11i v1	Jun-2004	31-Dec-2008	31-Dec-2013
A.11.16	HP-UX 11i v2	Jun-2004	30-Jun-2006	30-Jun-2009
A.11.17	HP-UX 11i v2	Dec-2005	31-Dec-2007	31-Dec-2010
A.11.17.01	HP-UX 11i v3	Feb-2007	28-Feb-2009	29-Feb-2012
A.11.18	HP-UX 11i v2	Jun-2007	30-Sep-2009	30-Jun-2012
A.11.18	HP-UX 11i v3	Sep-2007	30-Sep-2009	30-Sep-2012
A.11.19	HP-UX 11i v2	Mar-2009	31-May-2012	31-Dec-2013
A.11.19	HP-UX 11i v3	Mar-2009	31-May-2012	31-Mar-2014
A.11.20	HP-UX 11i v3	Sep-2010	30-Apr-2013	30-Sep-2015

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

Starting with Serviceguard A.11.17.01 the patch and support phase end dates apply to the version of Serviceguard Manager, Serviceguard WBEM Providers and Serviceguard Cluster Object Manager (COM) delivered with Serviceguard. In addition, Enterprise Cluster Master Toolkit follows the same patch and support phase end dates as Serviceguard. Please refer to the compatibility matrix for the version of the Enterprise Cluster Master Toolkit and the version of Serviceguard that is supported: www.hp.com/go/hpux-serviceguard-docs

In certain cases, an application may stop providing fixes for a specific version before Serviceguard reaches its Support Phase End Date. In these instances, if application versions supported for a specific version of Enterprise Cluster Master Toolkit are out of patch life, then support for that Enterprise Cluster Master Toolkit version will also end. Otherwise, Support Phase End Date for Enterprise Cluster Master Toolkit versions will follow the Serviceguard release support model for the equivalent Serviceguard versions.

Starting with Serviceguard A.11.19, if HP releases a "feature release" patch, designated as such in the patch text, HP may extend the end of Patch Phase End Date for that version to 2 years from patch release date. In such cases, the end of Support Phase End Date will not change.

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.

HP releases new versions of Serviceguard approximately once per year. Serviceguard versions that are included with the Mission Critical, High Availability and Data Center Operating Environments (regardless of how it was obtained), will have a minimum Support Phase of 3 years from Introduction. These versions of the product will have a minimum Patch Phase of 18 months from Introduction. Typically, the last Serviceguard version released on a particular HP-UX version will have an extended Support Phase that matches the Support Phase End Date for the HP-UX version. This is the case for Serviceguard A.11.16 on HP-UX 11i v1. Serviceguard A.11.16 is the last release of Serviceguard for HP-UX 11i v1. (Serviceguard A.11.17 and future Serviceguard releases will run on HP-UX 11i v2 and later HP-UX releases.) In no case will the Serviceguard Support Phase extend beyond the End Date for support of the corresponding HP-UX version.

Future Serviceguard versions that are not part of the Mission Critical, High Availability and Data Center Operating Environments may have a Support Phase of 2 years from Introduction. In this case, the maximum Patch Phase will be 12 months from Introduction.

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