

August 2010

Dear Valued Serviceguard Extension for SAP Customer:

In order to assist you with your future systems planning, Hewlett-Packard would like to share with you its high availability product support model. 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 on which software is available for sale
- Patch Phase: HP will create patches for the software 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 and serious issues related to security and data integrity.
- End of Support: End date of the Support Phase in which time HP has no further obligation to provide support or patches to the software. Customers are encouraged to upgrade to the next recommended product version.

The included table applies to Serviceguard Extension for SAP (SGeSAP) releases for HP-UX. The product number T2803BA was introduced in March 2006. It obsoletes product numbers T2357BA and B7885BA.

The table specifies duration of support phases for different SGeSAP versions. It doesn't replace the original support matrix for any release. The applicable support matrix can be found in the release notes of each product version. Only the support matrix has the full information of supported release combinations of HP-UX, SAP application software, database component and HP Serviceguard. This document complements the release note.

<b>Version</b>	<b>Compatible HP-UX version</b>	<b>Introduction Date</b>	<b>Patch Phase End Date</b>	<b>Support Phase End of Support</b>
B.04.50	11i v3	Feb-2007	28-Feb-2009	28-Feb-2010
B.04.51	11i v2 11i v3	Dec -2007	31-Dec-2009	31-Dec-2012
B.04.02	11i v1	Dec-2007	31-Dec-2012	31-Dec-2013
B.05.00	11i v2 11i v3	Mar-2009	31-Mar-2011	31-Mar-2014
B.05.10	11i v3	Sep-2010	30-Sep-2012	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. SGeSAP B.04.50 has reached end of support. Customers still using these versions are encouraged to upgrade to a supported version.

During the Support Phase, customers who purchase support contracts will continue to receive support assistance from the HP Response Center through the End of Support date. Customers with specialized support agreements will be addressed individually. HP will continue to honor our customer support agreements until the End of Support. HP will refund a pro-rata portion of any prepaid support contracts that expire after that date.

The product support model moving forward for new Serviceguard Extension for SAP releases will provide 3 years of support for new versions. Each release will be patched for a minimum of 18 months.

We take this opportunity to 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 high availability and disaster tolerant solutions for SAP, please visit [www.hp.com/go/sgesap](http://www.hp.com/go/sgesap). Please contact your local HP office if you have any questions or concerns.

Sincerely,

HP Enterprise Storage and Servers