

February 2007

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. Some things to keep in mind:

- This product is available with product number B7885BA on HP-UX 11i v1.
- It is available with product number T2803BA on HP-UX 11i v2 and 11i v3.
- Product number T2803BA was introduced in March 2006. It obsoletes product number T2357BA. If you have T2357BA, there are options in place to trade in existing T2357BA licenses to T2803BA.
- The earliest product version that can be ordered via T2803BA is SGeSAP B.04.01.

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.

Version	Compatible HP-UX version	Introduction Date	Patch Phase End Date	Support Phase End of Support
B.03.11	11i v2	Sep-2004	30-Sep-2006	31-Dec-2007
B.03.12	11i v1 11i v2	Dec-2004	31-Dec-2006	31-Dec-2007
B.04.00	11i v1 11i v2	Dec-2005	31-Dec-2007	31-Dec-2008
B.04.01	11i v1 11i v2	Mar-2006	31-Mar-2008	31-Mar-2009
B.04.50	11i v3	Feb-2007	28-Feb-2009	28-Feb-2010

The following SGeSAP B.03.XX versions have recently reached their end of support phase. Customers still using these versions are encouraged to upgrade to a supported product version.

Version	Compatible HP-UX version	Introduction Date	Patch Phase End Date	Support Phase End of Support
B.03.09	11.00 11i v1 11i v2	Sep-2003	31-Dec-2006	31-Dec-2006
B.03.10	11.00 11i v1 11i v2	June-2004	31-Dec-2006	31-Dec-2006

Please visit www.software.hp.com/RELEASES-MEDIA for the latest information on support of HP's high availability products.

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, please visit www.hp.com/go/ha. Please contact your local HP office if you have any questions or concerns.

Sincerely,

HP Enterprise Storage and Servers