



Hewlett-Packard Company
690 East Middlefield Road
Mt. View, CA 94043

www.hp.com

HP Support September 2008

HP Project and Portfolio Management Center

[Addressee's Name
Addressee's Title
Company Name
Street Address
City, Postal Code
Country]

Dear HP Software Customer,

Hewlett-Packard (HP) is announcing the extended end of support date for HP Project and Portfolio Management Center 6.0x & 7.0x effective as of the dates set forth below.

This letter is being sent to HP Project and Portfolio Management Center version 6.0x & 7.0x support customers worldwide, to inform you of our extended end of support plans.

End of Support

HP is committed to providing the highest level of customer care to you while you determine your future strategy for your HP Project and Portfolio Management Center version 6.0x & 7.0x products. Please read the table below for key timelines and support options that are now available to you:

Date	Program Activity
September 1, 2008	End of Sale (no longer orderable or available for purchase)
August 31, 2009	End of Support for PPM 6.0x
December 31, 2009	End of Support for PPM 7.0x
August 31, 2011	End of Self-Help Support for PPM 6.0x
December 31, 2011	End of Self-Help Support for PPM 7.0x

Please note that all HP Project and Portfolio Management Center version 6.0x & 7.0x customers with active support contracts are eligible to upgrade to HP Project and Portfolio Management Center version 7.50 as a license upgrade.

While the HP Project and Portfolio Management Center versions 6.0x or 7.0x may continue to meet your immediate needs, HP recommends that all customers upgrade to HP Project and Portfolio Management Center version 7.50. Please note that additional service packs for HP Project and Portfolio Management Center versions 6.0x or 7.0x are not planned as part of this end of support extension.

Please refer to attached Appendices A and B for HP Project and Portfolio Management Center version 6.0x & 7.0x definition of terms for product obsolescence and specific products affected by this announcement, respectively.

For more information

Should you have any questions about this end of availability communication, or for assistance in understanding the options available to you, please contact your local HP sales representative or HP software business partner. When providing information, please include your name, country, phone number, company name, product number and your HP Service Agreement ID or HP System Handle.



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In addition, for technical assistance and information, please visit Software Support Online:
<http://www.hp.com/go/hpsoftwaresupport>

HP once again wishes to thank you for choosing HP Project and Portfolio Management Center as your preferred portfolio management software. We appreciate your business and look forward to continuing to serve your business needs in the future.

Sincerely,

HP Support

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Appendix A: Definitions

This product version obsolescence is covered by version 4.2 of the support & obsolescence policy. Definitions of terms are provided by the HP Software product version obsolescence documented at: www.hp.com/go/hpsupportsupport/support-lifecycle

Product Support

Product Support is the reactive engagement of regional support resources (Support Center) and division support resources (Lab), in accordance with your purchased support plan, for the resolution of product defects, plus product enhancements for a specific product version. This includes investigation of newly reported defects and if appropriate, development of defect fixes and making these available for customers via patches. The HP Software product teams (Lab) will review and either approve or deny requests for defect fixes and enhancements (including additional support for newly-released operating system versions).

While HP Software investigates all problems and issues raised for products covered under Product Support, customers may be required to install the most current version or patches as part of the troubleshooting process.

Version Maturity may apply to specific versions of HP Software products. Version Maturity means that, for a specific product version, no further enhancements or changes to functionality are planned, nor are any further platform refreshes planned in order to update that product version to support current or future operating systems, operating system versions or hardware platforms.

End-of-Support Date

End-of-Support Date is the last date Software maintenance, installation and configuration assistance, and other standard support services will be accepted for the specified product release (as specified by Major and Minor version numbering). EOS also means the last date Software Change Requests (SCRs) will be accepted for a specified Version of a Product. After the EOS date, all SCRs will be planned for future versions, as applicable. Current patches for the version of the HP Software reaching EOS will remain available for electronic download for a reasonable period of time.

Self-Help Support

Self-Help Support is an integral component of all HP Software Support contracts. Self-Help Support consists of web-based access to the online support Knowledge Base, which contains technical information for HP Software products including white papers, existing patches and known problems for a specific product version.

In some instances support for specific HP Software product(s) and/or version(s) may run longer than the support for underlying operating system(s), adjacent/integrated application(s) or version(s). In this event, it is HP's intent to communicate with affected HP Software product/product versions customers in a timely manner. However, there are cases where HP does not receive notification of the End-of-Support for these products (operating system(s) or adjacent/integrated application(s), or version(s)) in advance of the general public. In any case, should the underlying operating system(s), adjacent/integrated application(s) or version(s) become unsupported by its developer, support for the affected HP Software product/product versions will immediately be limited to selfsolve support

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available through Software Support Online, and Telephone Support associated with questions concerning a product's/product version's functionality and/or interoperability in line with the said product's/product version's original parameters/requirements at the time of release. Any product updates and/or fixes will be limited to those already available. No additional updates, patches or fixes will be engineered. Should said product/product version operate or integrate with other still supported, underlying operating system(s), adjacent/integrated application(s) or version(s), support for said product/product version on any remaining supported platform(s), supported adjacent/integrated application(s), or supported version(s) will continue unaffected, or through the planned End-of-Support date, if one has been announced.

Appendix B– End of availability of HP Project and Portfolio Management Center Version 6.0x & 7.0x Product List

PLEASE NOTE: The list below contains only the product numbers that are specific to PPM versions 6.0x or 7.0x. The product numbers shared across versions of PPM are not listed here. Any product number (common across versions or specific to versions 6.0x or 7.0x) when used with PPM versions 6.0x or 7.0x will reach end of support on the date mentioned in this document.

Product #	Description
T5571AA	HP PPM 7.0 DM-X OracleTek Eng SW Media
T5571AAE	HP PPM 7.0 DM-X OracleTek Eng SW E-Media
T5572AA	HP PPM 7.0 DM-X OracleEBz Eng SW Media
T5572AAE	HP PPM 7.0 DM-X OracleEBz Eng SW E-Media
T5574AA	HP PPM 7.0 DM-X SAP Engl SW Media
T5574AAE	HP PPM 7.0 DM-X SAP Engl SW E-Media
T5573AA	HP PPM 7.0 DM-X PeopleSft Eng SW Media
T5573AAE	HP PPM 7.0 DM-X PeopleSft Eng SW E-Media
T5570AA	HP PPM 7.0 Engl SW Media
T5570AAE	HP PPM 7.0 Engl SW E-Media
T5570AD	HP PPM 7.0 German SW Media
T5570ADE	HP PPM 7.0 German SW E-Media
T5570AE	HP PPM 7.0 Spanish SW Media
T5570AEE	HP PPM 7.0 Spanish SW E-Media
T5570AF	HP PPM 7.0 French SW Media
T5570AFE	HP PPM 7.0 French SW E-Media
T5570AZ	HP PPM 7.0 Italian SW Media
T5570AZE	HP PPM 7.0 Italian SW E-Media
T5575AA	HP PPM 7.0 Engl SW Manuals
T6506AA	HP PPM Fast Start SW LTU
T6684AA	HP CM Ext for DB Techn Nmd Usr SW LTU
T6685AA	HP CM Ext for DB Techn SW LTU
T6686AA	HP CM Ext for E-Commerce Nmd Usr SW LTU

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T6687AA	HP CM Ext for E-Commerce SW LTU
T6688AA	HP CM Ext Oracle E-business Suite SW LTU
T6689AA	HP CM Ext for Oracle Technology SW LTU
T6690AA	HP CM Ext for PeopleSoft SW LTU
T6691AA	HP CM Ext for SAP Solutions SW LTU
T6692AA	HP CM Ext for Siebel Nmd Usr SW LTU
T6693AA	HP CM Ext for Siebel SW LTU
T6694AA	HP Chg Mgmt Ext Foundation 5.0 SW LTU
T6695AA	HP Demand Management Power User SW LTU
T6696AA	HP ITG Foundation 6.0 Non-prod SW LTU
T6702AA	HP Service Catalog Module SW LTU
T7687AA	HP PPM 3rd Party Products SW LTU
T7704AA	HP PPM Administrator SW LTU
T7705AA	HP CM Std (approver) SW LTU
T7706AA	HP CM Power (developer) SW LTU
T7707AA	HP DM Std (business end-users) SW LTU
T7708AA	HP DM Std (process participant) SW LTU
T7709AA	HP Project Mngt Std (participant) SW LTU
T7710AA	HP Project Mngt Power (manager) SW LTU
T7711AA	HP ObjectMigrator SW LTU
T7712AA	HP PPM Dashboard Power SW LTU
T7713AA	HP GL Migrator SW LTU

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