

PPM Alert for customers using EMC's Documentum

Date: March 1, 2010

Regarding: Clarification of Documentum End of Support Dates

Dear PPM Customer:

Several years ago, HP purchased Documentum support contracts for our customers so that you have the option to contact EMC directly for your Documentum specific support needs. This option has provided substantial benefit to our customer base. Additionally, we have purchased extended support contracts for the Documentum versions that are compatible with our latest PPM releases in order to bridge the gap between EMC's Documentum software lifecycle and PPM's product lifecycle.

If you have not yet established a support account with EMC, please contact HP support for assistance with the registration process. Your HP support engineer will collect the necessary information and facilitate your company's registration

PPM End of Support Dates:

PPM Version	End of Support Date	More information
7.1	June 30, 2010	http://support.openview.hp.com/encore/ppm_7.1.jsp
7.5	September 30, 2011	http://support.openview.hp.com/encore/ppmc_7.5x.jsp
8.0	To be determined	Customers will be notified at least 1 year in advance

Documentum End of Support Information:

Documentum Version	Documentum Support Dates for HP Customers	Scope of EMC Support	Compatible with PPM Versions
6.5 SP1	December 31, 2012	Regular support including hot-fixes for Severity 1 items	PPM 8.0 SP1 (SP1 is the most recent SP as of 3/1/2010)
5.3 SP6	January 1, 2010 - December 31, 2010	Regular support including hot-fixes for Severity 1 items	PPM 7.1 starting with SP10 PPM 7.5 starting with SP4
5.3 SP6	January 1, 2011 - September 30, 2011	Best effort phone support, no hot-fixes	PPM 7.1 starting with SP10 PPM 7.5 starting with SP4
5.3 SP5 (and lower)	December 31, 2009	Not currently supported by EMC.	PPM 7.1 SP9 and lower PPM 7.5 SP3 and lower

NOTE: For customers who may still be using Documentum 5.3 SP5 (or lower), EMC will provide support for "upgrade" specific problems to the support version of SP6. EMC will not provide support for regular product issues with Documentum versions 5.3 SP5 (and lower).