

Hewlett-Packard Company  
3000 Hanover Street  
Palo Alto, CA 94304

[hp.com](http://hp.com)



July 23, 2014

Addressee's Name  
Addressee's Title  
Company Name  
Street Address  
City, State ZIP

Dear HP Software Customer,

Thank you for being a Hewlett-Packard (HP) Software customer and using the Operations Agent 11.0x & Infrastructure SPis software, the Performance Agent 11.0x software, the GlancePlus 11.0x software and/or the GlancePlus Pak 11.0x software.

This announcement supersedes the earlier announcement made on [Software Support Online](#) for Operations Agent 11.0x & Infrastructure SPis, Performance Agent 11.0x, GlancePlus 11.0x and GlancePlus Pak 11.0x End of Committed Support (EOCS) date of November 30, 2014.

In response to customer feedback and in demonstration of our commitment to you, HP will extend the EOCS date of Operations Agent 11.0x & Infrastructure SPis, Performance Agent 11.0x, GlancePlus 11.0x and GlancePlus Pak 11.0x from November 30, 2014 to May 31, 2015.

Operations Agent 11.0x & Infrastructure SPis, Performance Agent 11.0x, GlancePlus 11.0x and GlancePlus Pak 11.0x will continue standard support without interruption or price uplift until May 31, 2015.

To take advantage of standard support for Operations Agent 11.0x & Infrastructure SPis, Performance Agent 11.0x, GlancePlus 11.0x and GlancePlus Pak 11.0x, or learn more about Operations Agent 11.0x & Infrastructure SPis, Performance Agent 11.0x, GlancePlus 11.0x and GlancePlus Pak 11.0x upgrade options, please contact your HP renewal sales representative or HP software business partner for more information.

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For more information, go to [hp.com/go/software](http://hp.com/go/software)

## End of Support

End of Support time line is:

Date	Program Activity
May 31, 2015	End of Committed Support for: <ul style="list-style-type: none"> <li>• Operations Agent 11.0x &amp; Infrastructure SPIs</li> <li>• Performance Agent 11.0x</li> <li>• GlancePlus 11.0x</li> <li>• GlancePlus Pak 11.0x</li> </ul>
May 31, 2017	End of Extended Support for: <ul style="list-style-type: none"> <li>• Operations Agent 11.0x &amp; Infrastructure SPIs</li> <li>• Performance Agent 11.0x</li> <li>• GlancePlus 11.0x</li> <li>• GlancePlus Pak 11.0x</li> </ul>
May 31, 2019	End of Self-Help Support for; <ul style="list-style-type: none"> <li>• Operations Agent 11.0x &amp; Infrastructure SPIs</li> <li>• Performance Agent 11.0x</li> <li>• GlancePlus 11.0x</li> <li>• GlancePlus Pak 11.0x</li> </ul>

Please refer to attached Appendix A for definition of terms for product obsolescence and Appendix B for the list of affected Operations Agent 11.0x & Infrastructure SPIs, Performance Agent 11.0x, GlancePlus 11.0x and GlancePlus Pak 11.0x product numbers.

## More information

Should you have any questions about this EOCS extension 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.

In addition, for technical assistance and information, please visit Software Support Online: [hp.com/go/hpsoftwaresupport](http://hp.com/go/hpsoftwaresupport)

We appreciate your business and look forward to continuing to serve your business needs in the future.

July 23, 2014

Sincerely,

HP Software Services

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## APPENDIX A: Definitions

This product version obsolescence is covered by version 4.4 of the HP Software Release & Support policy. Definitions of terms are provided by the HP Software product version obsolescence documented at:

[hp.com/go/hpsoftwaresupport/support-lifecycle](http://hp.com/go/hpsoftwaresupport/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 is 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 Committed Support Date

End of Committed Support (EOCS) 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). EOCS also means the last date Software Change Requests (SCRs) will be accepted for a specified Version of a Product. After the EOCS date, all SCRs will be planned for future versions, as applicable. Current patches for the version of the HP Software reaching EOCS will remain available for electronic download for a reasonable period of time.

### End of Extended Support

Extended Support is provided on customer request for an additional 2 years after End-of-Committed Support (EOES) Date. Extended 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.

Extended Support is limited to:

- Around the clock self-solve support

- Access to technical support engineers

Access to existing patches and hot-fixes created while the product version was in Committed Support. No new enhancement requests, patches, fixes, document changes or platform certifications will be made for product versions in Extended Support.

### 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 self-solve support 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: Affected Product SKUs

SKU	Product Description
B7422AAE	HP Ops/Perf Agt Dsktp Software ELTU
B7422AA	HP Ops/Perf Agt Dsktp Software LTU
B7421AAE	HP Ops/Perf Agt Tier 0 Software E-LTU
B7421AA	HP Ops/Perf Agt Tier 0 Software LTU
B7420AAE	HP Ops/Perf Agt Tier 1 Software ELTU
B7420AA	HP Ops/Perf Agt Tier 1 Software LTU
B7419AAE	HP Ops/Perf Agt Tier 2 Software ELTU
B7419AA	HP Ops/Perf Agt Tier 2 Software LTU
B7418AAE	HP Ops/Perf Agt Tier 3 Software ELTU

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B7418AA	HP Ops/Perf Agt Tier 3 Software LTU
TB922AAE	HP O P 1 OSI PM 1 OSI VM NL Mg E-LTU
TB923AAE	HP O P 1 OSI PM 6 OSI VM NL Mg E-LTU
TB924AAE	HP O P 1 OSI PM 10 OSI VM NL Mg E-LTU
TB925AAE	HP O P 1 OSI PM 19 OSI VM NL Mg E-LTU
TB926AAE	HP O P 1 OSI PM 32 OSI VM NL Mg E-LTU
TB934AAE	HP Ops 1 OSI PM 6 OSI VM NL M Mg E-LTU
TB966AAE	HP Ops Desktop 1 Flt OS Inst Mg E-LTU
TB967AAE	HP O P Desktop 1 Flt OS Inst Mg E-LTU
B9156AA	HP Ops/Perf Agt Tier 4 Software LTU
B9156AAE	HP Ops/ Perf Agt Tier 4 Software ELTU
TJ748AAE	HP Ops Perf 1 Flt OS Inst Mg SW E-LTU
TJ725AAE	HP Ops Perf 3 Flt OS Inst Mg SW E-LTU
TJ726AAE	HP Ops Perf 6 Flt OS Inst Mg SW E-LTU
TJ727AAE	HP Ops Perf 14 Flt OS Inst Mg SW E-LTU
TJ728AAE	HP Ops Perf 24 Flt OS Inst Mg SW E-LTU
TJ736AAE	HP Ops MV 5 Flt OS Inst Mg SW E-LTU
B7426AA	HP Operations Agt Tier 0 Software LTU
B7426AAE	HP Operations Agt Tier 0 Software ELTU
B7427AA	HP Operations Agt Dsktp Software LTU
B7423AA	HP Operations Agt Tier 3 Software LTU
B7423AAE	HP Operations Agt Tier 3 Software ELTU
B7424AA	HP Operations Agt Tier 2 Software LTU
B7424AAE	HP Operations Agt Tier 2 Software ELTU
B7425AA	HP Operations Agt Tier 1 Software LTU
B7425AAE	HP Operations Agt Tier 1 Software ELTU
B7427AAE	HP Operations Agt Dsktp Software ELTU
TB917AAE	HP Ops 1 Flt OS Inst Mg E-LTU
TB918AAE	HP Ops 1 OSI PM 4 OSI VM NL Mg E-LTU
TB919AAE	HP Ops 1 OSI PM 8 OSI VM NL Mg E-LTU
TB920AAE	HP Ops 1 OSI PM 12 OSI VM NL Mg E-LTU
TB921AAE	HP Ops 1 OSI PM 21 OSI VM NL Mg E-LTU
B7443AA	HP Operations Agt Multivendor SW LTU
B7443AAE	HP Ops Agt Multivendor Software ELTU
B9157AA	HP Ops Agt Tier 4 Software LTU
B9157AAE	HP Ops Agt Tier 4 Software ELTU
BA190AA	HP Ops Agt OpenVMS T4 Software LTU
BA190AAE	HP Ops Agt OpenVMS T4 Software ELTU
BA191AA	HP Ops Agt OpenVMS T3 Software LTU
BA191AAE	HP Ops Agt OpenVMS T3 Software ELTU
BA192AA	HP Ops Agt OpenVMS T2 Software LTU
BA192AAE	HP Ops Agt OpenVMS T2 Software E-LTU
BA193AA	HP Ops Agt OpenVMS T1 Software LTU

BA193AAE	HP Ops Agt OpenVMS T1 Software ELTU
TJ721AAE	HP Ops 2 Flt OS Inst Mg SW E-LTU
TJ722AAE	HP Ops 5 Flt OS Inst Mg SW E-LTU
TJ723AAE	HP Ops 10 Flt OS Inst Mg SW E-LTU
TJ724AAE	HP Ops 16 Flt OS Inst Mg SW E-LTU
TB675AA	HP Operations OS Inst Performance LTU
TB675AAE	HP Operations OS Inst Performance E-LTU
TB678AA	HP Ops OS Inst Perf to OS Inst Adv LTU
TB678AAE	HP Ops OS Inst Perf to OS Inst Adv E-LTU
TB969AA	HP Ops OS Instance Desktop SW LTU
TB969AAE	HP Ops OS Instance Desktop SW E-LTU
TB970AA	HP Ops OS Instance Perf Desktop SW LTU
TB970AAE	HP Ops OS Instance Perf Desktop SW E-LTU
TB056AA	HP Operations OS Inst Adv SW LTU
TB056AAE	HP Operations OS Inst Adv SW E-LTU
TD797AAE	HP Ops OS In Perf 500 Pk NP DV SW E-LTU
TD798AAE	HP Ops OS In P 1000 Pk NP DV SW E-LTU
TD770AAE	HP Ops OS Inst Adv 250 Pack SW E-LTU
TD771AAE	HP Ops OS Inst Adv 500 Pack SW E-LTU
TD772AAE	HP Ops OS Inst Adv 1000 Pack SW E-LTU
TD773AAE	HP Ops OS Inst Adv 50 Pk NP FO SW E-LTU
TD768AAE	HP Ops OS Inst Adv 50 Pack SW E-LTU
TD769AAE	HP Ops OS Inst Adv 100 Pack SW E-LTU
TD774AAE	HP Ops OS Inst Ad 100 Pk NP FO SW E-LTU
TD775AAE	HP Ops OS Inst Ad 250 Pk NP FO SW E-LTU
TD776AAE	HP Ops OS Inst Ad 500 Pk NP FO SW E-LTU
TD778AAE	HP Ops OS In Adv 1000 Pk NP FO SW E-LTU
TD779AAE	HP Ops OS Inst Adv 50 Pk NP DV SW E-LTU
TD780AAE	HP Ops OS Inst Ad 100 Pk NP DV SW E-LTU
TD781AAE	HP Ops OS Inst Ad 250 Pk NP DV SW E-LTU
TD782AAE	HP Ops OS Inst Ad 500 Pk NP DV SW E-LTU
TD783AAE	HP Ops OS In Adv 1000 Pk NP DV SW E-LTU
TD784AAE	HP Ops OS Inst Perf 50 Pack SW E-LTU
TD785AAE	HP Ops OS Inst Perf 100 Pack SW E-LTU
TD786AAE	HP Ops OS Inst Perf 250 Pack SW E-LTU
TD787AAE	HP Ops OS Inst Perf 500 Pack SW E-LTU
TD788AAE	HP Ops OS Inst Perf 1000 Pack SW E-LTU
TD789AAE	HP Ops OS Inst Perf 50 Pk NP FO SW E-LTU
TD790AAE	HP Ops OS In Perf 100 Pk NP FO SW E-LTU
TD791AAE	HP Ops OS In Perf 250 Pk NP FO SW E-LTU
TD792AAE	HP Ops OS In Perf 500 Pk NP FO SW E-LTU
TD793AAE	HP Ops OS In P 1000 Pk NP FO SW E-LTU
TD794AAE	HP Ops OS Inst Perf 50 Pk NP DV SW E-LTU

TD795AAE	HP Ops OS In Perf 100 Pk NP DV SW E-LTU
TD796AAE	HP Ops OS In Perf 250 Pk NP DV SW E-LTU
TD136AA	HP Ops RT OS Inst Add-on SW LTU
TD136AAE	HP Ops RT OS Inst Add-on SW E-LTU
TB932AAE	HP Ops 1 Flt OSI Compliance E-LTU
TB933AAE	HP Ops 1 Flt OSIP Compliance E-LTU
TB971AAE	HP Ops 1 Flt OSI Compliance E-LTU
TB972AAE	HP Ops 1 Flt OSIP Compliance E-LTU
B7428AA	HP Perf Agt Tier 3 Software LTU
B7428AAE	HP Perf Agt Tier 3 Software ELTU
B7429AA	HP Perf Agt Tier 2 Software LTU
B7429AAE	HP Perf Agt Tier 2 Software ELTU
B7430AA	HP Perf Agt Tier 1 Software LTU
B7430AAE	HP Perf Agt Tier 1 Software ELTU
B7431AA	HP Perf Agt Tier 0 Software LTU
B7431AAE	HP Perf Agt Tier 0 Software ELTU
B7432AA	HP Perf Agt Dsktp Software LTU
B7432AAE	HP Perf Agt Dsktp Software ELTU
TB927AAE	HP Perf 1 OSIP PM 1 OSIP VM NL Mg E-LTU
TB928AAE	HP Perf 1 OSIP PM 4 OSIP VM NL Mg E-LTU
TB929AAE	HP Perf 1 OSIP PM 8 OSIP VM NL Mg E-LTU
TB930AAE	HP Perf 1 OSIP PM 18 OSIP VM NL Mg E-LTU
TB931AAE	HP Perf 1 OSIP PM 30 OSIP VM NL Mg E-LTU
TB968AAE	HP Perf Desktop 1 Flt OS Inst Mg E-LTU
B9158AA	HP Perf Agt Tier 4 Software LTU
B9158AAE	HP Perf Agt Tier 4 Software ELTU
T4001AA	HP Perf Agt VMS Tier0 Software LTU
T4001AAE	HP Perf Agt VMS Tier0 Software E-LTU
T4002AA	HP Perf Agt VMS Tier1 Software LTU
T4002AAE	HP Perf Agt VMS Tier1 Software E-LTU
T4003AA	HP Perf Agt VMS Tier2 Software LTU
T4003AAE	HP Perf Agt VMS Tier2 Software E-LTU
T4004AA	HP Perf Agt VMS Tier3 Software LTU
T4004AAE	HP Perf Agt VMS Tier3 Software E-LTU
T4005AA	HP Perf Agt VMS Tier4 Software LTU
T4005AAE	HP Perf Agt VMS Tier4 Software E-LTU
TJ752AAE	HP Prf VMS 1 OSIP P 1 OSIP V NL Mg E-LTU
TJ753AAE	HP Prf VMS 1 OSIP P 4 OSIP V NL Mg E-LTU
TJ729AAE	HP Perf 1 Flt OS Inst Mg SW E-LTU
TJ730AAE	HP Perf VMS 1 Flt OS Inst Mg SW E-LTU
TJ731AAE	HP Perf 2 Flt OS Inst Mg SW E-LTU
TJ732AAE	HP Perf VMS 2 Flt OS Inst Mg SW E-LTU
TJ733AAE	HP Perf 6 Flt OS Inst Mg SW E-LTU

July 23, 2014

TJ734AAE	HP Perf 14 Flt OS Inst Mg SW E-LTU
TJ735AAE	HP Perf 23 Flt OS Inst Mg SW E-LTU
TC097AA	HP Ops OS Instance 11.00 Media
TC097AAE	HP Ops OS Instance 11.00 E-Media

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