April 4, 2016

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

Dear Customer,

Hewlett Packard Enterprise is announcing the support extension for HP SiteScope 11.2x effective as of the date set forth below.

This letter is for HP SiteScope support customers worldwide, to inform you of our end of support extension plans.

End of Support

HPE is committed to providing the highest level of customer care to you while you determine your future strategy for your SiteScope products. Please read below for the updated timelines and support options that are now available to you:

DATE	PROGRAM ACTIVITY
Previously announced support timeline:	
August 31, 2016	End of Committed Support for HP SiteScope 11.2x
August 31, 2018	End of Extended Support for HP SiteScope 11.2x
August 31, 2022	End of Self-Help Support with Rights to New Versions for HP SiteScope 11.2x
Updated support timeline:	
August 31, 2017	End of Committed Support for HP SiteScope 11.2x
August 31, 2019	End of Extended Support for HP SiteScope 11.2x
August 31, 2023	End of Self-Help Support with Rights to New Versions for HP SiteScope 11.2x

HP SiteScope 11.32 has reintroduced the Points based licensing model. So in order to update to HP SiteScope 11.32, you can continue to use your Points based licenses. To provide you with more time to update to HP SiteScope 11.32, we are extending the End of Committed Support, End of Extended Support and End of Self-Help Support with Rights to New Versions dates with 1 year.

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Palo Alto, CA 94304
USA
hpe.com

You can continue to choose to move to the licensing model based on OSI's, URL's and Transactions in HP SiteScope 11.3x. In this case, your support contract needs to be updated first in order to be able to require the new license keys.

Please refer to Appendix A for definition of terms for product obsolescence and Appendix B for the list of affected HP SiteScope 11.2x product numbers.

More information

Should you have any questions about this end of support extension communication, or for assistance in understanding the options available to you, please contact your local HPE sales representative or HPE business partner. When providing information, please include your name, country, phone number, company name, product number and your HPE service agreement identifier or HPE system handle.

In addition, for technical assistance and information, please visit Software Support Online: **hpe.com/software/support**

HPE once again wishes to thank you for choosing HP SiteScope 11.2x. We appreciate your business and look forward to continuing to serve your business needs in the future.

Sincerely,
Hewlett Packard Enterprise

Hewlett Packard Enterprise

Appendix A: Definitions

This product version obsolescence is covered by version 5 of our Release & Support policy. Definitions of terms are provided by the product version obsolescence guidelines documented at hpe.com/software/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 HPE 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 HPE 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 HPE 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 the 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 product reaching EOCS will remain available for electronic download for a reasonable period of time.

End of Extended Support Date

Extended Support is provided for an additional 2 years after EOCS Date. Extended Support consists of web-based access to the online support Knowledge Base, which contains technical information for HPE 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 with Rights to New Versions

Self-Help Support with Rights to New Version is an integral component of all software support contracts. Self-Help Support with Rights to New Versions consists of web-based access to the online support Knowledge Base, which contains technical information for HPE products including white papers, existing patches and known problems for a specific product version. Upon the expiration of Extended Support for a product or product version, and for which a successor product or product version is commercially available, HPE offers a minimum of four (4) years of Self-Help Support with Rights to New Versions.

Dependent Components and Third-Party Products

In some instances support for specific HPE 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 HPE's intent to communicate with affected HPE product/product version customers in a timely manner. However, there are cases where HPE 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 HPE 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
T5718AAE	HP SiteScope WebSpherMQ AppMntr SW E-LTU
T5719AAE	HP SiteScope COM+ App Mntr SW E-LTU
T5720AAE	HP SiteScope Web Script AppMntr SW E-LTU
T5721AAE	HP SiteScope Exchange Sol Tmpl SW E-LTU
T5722AAE	HP SiteScope ActiveDir Sol Tmpl SW E-LTU
T5723AAE	HP SiteScope OracleDB Sol Tmpl SW E-LTU
T5724AAE	HP SiteScope SAP R/3 Sol Tmpl SW E-LTU
T5725AAE	HP SiteScope SAP NtWvr Sol Tmpl SW E-LTU
T5726AAE	HP SiteScope Siebel Sol Tmpl SW E-LTU
T5727AAE	HP SiteScope WebLogic Sol Tmpl SW E-LTU
T5728AAE	HP SiteScope WebSphere Sol Tmpl SW E-LTU
T8360AAE	HP SiS OS Solution Templates SW E-LTU
T8361AAE	HP SS .NET Solution Templates SW E-LTU
T9485AAE	HP SiS MS SQL 05 TMPL SW E-LTU
T9486AAE	HP SiS MS IIS 6 TMPL SW E-LTU
T9487AAE	HP SiS Jboss AS 4.X TMPL SW E-LTU
TA316AAE	HP SiteScope QC Sol Tmpl SW E-LTU
TA317AAE	HP SiteScope SM Sol Tmpl SW E-LTU
TB147AAE	HP SiteScope 1-50 Pt SW E-LTU
TB148AAE	HP SiteScope 51-500 Pt SW E-LTU
TB149AAE	HP SiteScope 501-2000 Pt SW E-LTU
TB150AAE	HP SiteScope 2K-50k Pt SW E-LTU
TB151AAE	HP SiteScope 50K+ Pt SW E-LTU
TB152AAE	HP BAC SAM 1-50 Pt SW E-LTU
TB153AAE	HP BAC SAM 51-500Pt SW E-LTU
TB154AAE	HP BAC SAM 501-2K Pt SW E-LTU
TB155AAE	HP BAC SAM 2K-50k Pt SW E-LTU
TB156AAE	HP BAC SAM 50k+ Pt SW E-LTU
TB157AAE	HP BAC SAM Upg/EMS 1-50 Pt SW E-LTU
TB158AAE	HP BAC SAM Upg/EMS 51-500Pt SW E-LTU

TB159AAE	HP BAC SAM Upg/EMS 501-2k Pt SW E-LTU
TB160AAE	HP BAC SAM Upg/EMS 2K-50K Pt SW E-LTU
TB161AAE	HP BAC SAM Upg/EMS 50K+ Pt SW E-LTU
TB167AAE	HP BAC-SLM f/SAM 1-50 Pt SW E-LTU + any SAM SKU
TB168AAE	HP BAC-SLM f/SAM 51-500Pt SW E-LTU + any SAM SKU
TB169AAE	HP BAC-SLM f/SAM 501-2K Pt SW E-LTU + any SAM SKU
TB170AAE	HP BAC-SLM f/SAM 2K-50K Pt SW E-LTU + any SAM SKU
TB171AAE	HP BAC-SLM f/SAM 50K+ Pt SW E-LTU + any SAM SKU
TD271AAE	HP SiteScope VMware Sol Tmpl SW E-LTU
TD272AAE	HP SiteScope Sharepoint SolTmpl SW E-LTU
TD273AAE	HP SiteScope Lync Sol Tmpl SW E-LTU
T5613AAE	HP BAC-SAM w/ SiteScope 1-50 Pt SW E-LTU
T5614AAE	HP BAC-SAM w/SiteScope 51-500Pt SW E-LTU
T5615AAE	HP BAC-SAMw/SiteScope501-2000Pt SW E-LTU
T5616AAE	HP BAC-SAM w/SiteScope 2001+ Pt SW E-LTU
T5617AAE	HP BAC-SAM w/oSiteScope 1-50 Pt SW E-LTU
T5618AAE	HP BAC-SAM w/oSiteScope51-500Pt SW E-LTU
T5619AAE	HP BAC-SAMw/oSiteScop501-2000Pt SW E-LTU
T5620AAE	HP BAC-SAM w/oSiteScope 2001+Pt SW E-LTU
T5621AAE	HP BAC-SAM w/SiteScope 1-20 CPU SW E-LTU
T5622AAE	HP BAC-SAM w/SiteScope 21-50CPU SW E-LTU
T5623AAE	HP BAC-SAM w/ SiteScope 51+ CPU SW E-LTU
T5630AAE	HP BAC-SLM f/SAM 1-50 Pt SW E-LTU
T5631AAE	HP BAC-SLM f/SAM 51-500Pt SW E-LTU
T5632AAE	HP BAC-SLM f/SAM 501-2000Pt SW E-LTU
T5633AAE	HP BAC-SLM f/SAM 2001+ Pt SW E-LTU
T5714AAE	HP SiteScope Monitors 1-50 Pt SW E-LTU
T5715AAE	HP SiteScope Monitors 51-500 Pt SW E-LTU
T5716AAE	HP SiteScope Mntrs 501-2000Pt SW E-LTU
T5717AAE	HP SiteScope Monitors 2001+ Pt SW E-LTU
TB193AAE	HP BAC SAM 1-50 Pt 1Y SW E-LTU
TB194AAE	HP BAC SAM 51-500Pt 1Y SW E-LTU

TB195AAE	HP BAC SAM 501-2K Pt 1Y SW E-LTU
TB196AAE	HP BAC SAM 2K-50k Pt 1Y SW E-LTU
TB197AAE	HP BAC SAM 50k+ Pt 1Y SW E-LTU
TB198AAE	HP BAC SAM Upg/EMS 1-50 Pt 1Y SW E-LTU
TB199AAE	HP BAC SAM Upg/EMS 51-500Pt 1Y SW E-LTU
TB200AAE	HP BAC SAM Upg/EMS 501-2k Pt 1Y SW E-LTU
TB201AAE	HP BAC SAM Upg/EMS 2K-50K Pt 1Y SW E-LTU
TB202AAE	HP BAC SAM Upg/EMS 50K+ Pt 1Y SW E-LTU
TB208AAE	HP BAC-SLM f/SAM 1-50 Pt 1Y SW E-LTU
TB209AAE	HP BAC-SLM f/SAM 51-500Pt 1Y SW E-LTU
TB210AAE	HP BAC-SLM f/SAM 501-2K Pt 1Y SW E-LTU
TB211AAE	HP BAC-SLM f/SAM 2K-50K Pt 1Y SW E-LTU
TB212AAE	HP BAC-SLM f/SAM 50K+ Pt 1Y SW E-LTU