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August 14, 2013

Dear HP Software Customer,

Hewlett-Packard (HP) is announcing product obsolescence of all versions of Enterprise Archive Solution (EAS) effective as of the dates set forth below.

This letter is for Enterprise Archive Solution (EAS) support customers worldwide, to inform you of our end of support plans.

### **End of Sale / End of Support**

HP is committed to providing the highest level of customer care to you while you determine your future strategy for your Enterprise Archive Solution (EAS). Please read below for key timelines and support options that are now available to you:

Date	Program Activity
August 14, 2013	Product discontinuance announced
October 1, 2013	End of sale (no longer orderable or available for purchase)
August 30, 2015	End of Support for Enterprise Archive Solution (EAS)

Please note that all Enterprise Archive Solution (EAS) customers with active support contracts are invited to take advantage of a one-time migration offer to Digital Safe.

To learn more about how the HP Autonomy Archive Migration Program can benefit you, please click here [www.autonomy.com/ArchiveMigration](http://www.autonomy.com/ArchiveMigration) or contact HP Autonomy directly at:

+1.415.580.4105 (US)  
+44.(0)1223.448.110 (EMEA)  
+65 62162542 (APJ)

[migrationpromotion@hp.com](mailto:migrationpromotion@hp.com)

While these Enterprise Archive Solution (EAS) may continue to meet your immediate needs, HP recommends that all customers upgrade to either the Digital Safe hosted solution, or to the onsite Autonomy Consolidated Archive (ACA) solution.

Please refer to attached Appendix A for definition of terms for product obsolescence.

### **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,

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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:

**<https://customers.autonomy.com/support/index.html>**

HP once again wishes to thank you for choosing Enterprise Archive Solution (EAS). We appreciate your business and look forward to continuing to serve your business needs in the future.

Sincerely,  
HP Software Services

## **APPENDIX A: Definitions**

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