



HP Insight Control and ProLiant Essentials Enhancements

This announcement contains important information on enhancements to the Insight Control and ProLiant Essentials software that enable you to increase the operational efficiency of your infrastructure management team.

Getting timely access to updates and technical support is a key customer concern that we are addressing with the new enhancements. Starting on July 9, all Insight Control suites and the majority of ProLiant Essentials product licenses will now include one year of 24 x 7 Software Technical Support and Update service. This service provides:

- Speedy access to trained technicians for rapid problem analysis and resolution
- Proactive management and planning for latest software updates
- Software download or media based delivery of updates
- Single portal for access to contract status and update services

There are two key product areas that will have minimal impact as a result of this change:

- Firmware based products, such as iLO Advanced Pack, iLO Select Pack, Accelerated iSCSI Pack, and RDMA Pack, will not include one year of 24x7 technical support and updates. Additionally, customers can purchase future upgrades to these products as needed.
- Products that offer consumption based licensing, such as Server Migration Pack (SMP) and Server Migration Pack – Physical to ProLiant Edition (SMP-P2P) will not include one year of 24x7 technical support and updates. These products will include 90 days of evaluation support and incidental support thereafter. Customers will automatically be eligible for product updates and upgrades as they are made available.

To facilitate the inclusion of this service, HP will be updating all applicable part numbers for Insight Control and ProLiant Essentials products beginning July 9, 2007.

We are also making important changes to the portfolio. We will be expanding the selection of Insight Control suites while discontinuing products that do not align with HP's ProLiant and HP BladeSystem management strategy.

The following are new Insight Control Environment suites:

- HP Insight Control Environment for BladeSystem: replaces the HP Insight Control Data Center Edition and adds HP BladeSystem power management, remote management, and virtual machine management to existing system health and performance monitoring and vulnerability scanning and patch management functions. All capabilities ship in one package and are installed via a simple installation wizard.
- HP iLO Power Management Pack for BladeSystem: extends capabilities of iLO Select to deliver HP BladeSystem remote management, system health monitoring, and power management in a single package.

The following products will be available only as part of HP Insight Control Environment and HP Insight Control Environment for BladeSystem, and will no longer be sold standalone:

- HP ProLiant Essentials Performance Management Pack
- HP ProLiant Essentials Vulnerability and Patch Management Pack

The following products will be discontinued:

- HP ProLiant Essentials Intelligent Networking Pack
- HP ProLiant Essentials Workload Management Pack

HP appreciates your continued business, and is excited about the enhancements we can offer to you, our valued customers. Our dedicated account teams, sales teams, and partners will be available to help answer additional questions you may have regarding these updates to the portfolio. For a list frequently answered questions, please visit that HP website at <http://www.hp.com/go/icsupportplan>.

Best regards,

The HP ISS Software Team