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November 14, 2001

Dear valued HP customer:

This letter contains important news concerning the HP e3000 family of products.

For almost 30 years, the HP e3000 has been one of the industry's most reliable platforms for running mission-critical applications. It has enabled customers to keep pace with current technology, while simultaneously providing support for legacy applications that are used to run their businesses. Over time, however, the HP e3000 business has been impacted by some key trends in the computing industry.

- The Move to Open Systems: Customers are moving away from proprietary systems, purchasing low-cost solutions based on high volume, industry standard platforms instead. Consequently, many of the companies that have provided applications and tools for the HP e3000 have shifted their attention toward HP-UX, Windows, and Linux. This erosion of the HP e3000 "ecosystem" is making it more difficult for customers to find new applications, new products, and expertise for their HP e3000s.
- Technology Evolution: Technology is changing so rapidly that it is becoming increasingly difficult for HP to justify the investments needed to keep the HP e3000 up to date.

As a result, **HP has determined a future end of sales date for this product line.** We are now advising our HP e3000 customers to begin evaluating and planning transitions to other HP servers running HP-UX, Windows or Linux.

During this transitional period, HP will:

- Continue to provide a **broad portfolio of support services for HP e3000 systems until December 31, 2006.** Customers can rely upon a safe, fully supported HP e3000 environment for up to five more years. We have extended previously announced end-of-support dates for most currently supported HP e3000 systems to aid customers' migration efforts. (See attached support summary for details.)
- Continue to **sell and enhance HP e3000 systems until October 31, 2003.** Customers have two years to make additional purchases of the A-Class and N-Class systems. During this time, HP will continue to improve the HP e3000 with more powerful processors and operating system enhancements.



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In order to help you protect your valuable investments in the HP e3000 over this five-year period, HP will:

- Offer migration and consulting assistance. HP and its partners will provide robust services to help our customers evaluate options, plan migrations, and execute conversions to other HP platforms.
- Offer no-cost hardware conversion kits and attractive Trade-Up credits toward the purchase of other HP platforms, such as HP-UX servers.

We request that you share this critical information with the IT management team, contracts administration, and other appropriate managers within your company or organization. On our website at <http://www.hp.com/go/e3000>, you'll find product roadmaps, white papers, answers to frequently asked questions, information about upcoming events, and other details of this announcement.

We at Hewlett-Packard sincerely thank you for your loyal support of the HP e3000 platform. Now, we are dedicating ourselves to helping you develop successful transition plans for the years to come. We are truly committed to continuing to earn your trust and loyalty, and to helping you make a smooth transition to another HP platform.

Regards,

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Enclosure



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End-Of-Support dates for select HP e3000 Servers (updated: November 14, 2001)

Hewlett-Packard has announced end-of-support dates for HP e3000 Servers and associated upgrade kits, and releases of the MPE/iX operating system. The end-of-support dates for many HP e3000 servers have been extended for your convenience. More complete product listings are available at <http://www.hp.com/go/e3000>.

HP e3000 Models	Prior End-of-Support Date	New End-of-Support Date
A-Class/N-Class	-	December 2006
918LX,RX; 928LX,RX	January 2006	December 2006
968LX,RX	October 2004	December 2004
978LX,RX	August 2003	December 2004
988LX	December 2002	December 2004
988RX	January 2006	December 2006
939KS,959KS/x00	March 2002	December 2003
929KS/020, /030	January 2006	December 2006
939KS/020, /030	January 2006	December 2006
969KS/x00	December 2003	December 2003
969KS/x20	January 2006	December 2006
979KS/x00	January 2006	December 2006
989KS/x00	January 2006	December 2006
989KS/x50	January 2006	December 2006
917,927,937,947,957 967, 977, 987 (all)	April 2002	April 2002
990/992 CX, DX	March 2002	March 2002
991, 995	August 2003	August 2003
996/80, /x00	January 2004	December 2005
997	January 2006	December 2006

The following table shows expected end-of-support dates for the current releases of the MPE/iX operating system.

MPE/iX Release Version	Prior End-of-Support Date	New End-of-Support Date
6.0	April 2002	October 2002
6.5	-	December 2003
7.0	-	December 2006
7.5 (future release)	-	December 2006

Note: In all cases, contractual support ends on the last day of the month listed.