



August 15, 2004

Performance Insight 4.5 Version Maturity Announcement

Hewlett-Packard (HP) announced version maturity today for its HP OpenView Performance Insight (OVPI) 4.5 and Reporting and Network Solutions (RNS) 1.x/2.x/3.x products. This notification letter is being sent to our OVPI customers worldwide to make you aware of our product discontinuance decision and to inform you of your upgrade options. HP will continue to provide Full Support through October 31, 2004, and Maintenance Support through April 30, 2006 for the aforementioned OVPI and related RNS products.

If you have already upgraded to OVPI 4.6 or 5.0, please contact your local contract administrator or HP OpenView Services Integrator (SVI) so that your support contract can be updated accordingly. Customers with an active support contract for OVPI 4.5 should have received the OVPI 4.6 media. If you did not receive this media, please contact your local contract administrator or HP OpenView Services Integrator (SVI) to have the corresponding release shipped to you.

HP is committed to providing support for this product in the interim period. While the OVPI 4.5 products may continue to meet your immediate needs, HP strongly advises that all customers migrate to the latest version, OVPI 5.0, prior to October 31, 2004.

Please refer to Appendix A for specific OVPI 4.5 and RNS 1.x/2.x/3.x product numbers affected by this announcement, and Appendix B for definitions of terms relating to support.

We look forward to working with you on making this transition not only smooth, but also worthwhile as we focus on providing you with the best management solutions. Your HP sales representative is available to provide product and program information at your request, or you may find out more by contacting us at ask-encore@hp.com.

Best Regards,

HP OpenView Performance Insight Product Team
HP Management Software Organization



Appendix A: Part Numbers

HP OpenView Performance Insight 4.5 Product Numbers affected by this letter:

Product Number	Description
J5241AA	OV Perf Insight for Networks 2GB LTU
J5150AA	OV Perf Insight 4.5 for Networks 5GB LTU
J5151AA	OV Perf Insight 4.5 for Networks 10GB LTU
J5152AA	OV Perf Insight 4.5 for Networks 20GB LTU
J5153AA	OV Perf Insight 4.5 Networks 40GB LTU
J5154AA	OV Perf Insight 4.5 Networks 80GB LTU
J5170AA	HP Trend Perf Mgr central server 5GB LTU
J5171AA	OV Trend Perf Mgr central server 10GBLTU
J5172AA	OV Trend Perf Mgr central server 20GBLTU
J5173AA	OV Trend Perf Mgr central server 40GBLTU
J5174AA	OV Trend Perf Mgr central server 80GBLTU
J5175AA	HP Trend Perf Mgr central svr 160GB LTU
J5176AA	OV Trend Perf Mgr satellite svr 5GB LTU
J5177AA	OV Trend Perf Mgr satellite svr 10G LTU
J5178AA	OV Trend Perf Mgr satellite svr 20G LTU
J5179AA	OV Trend Perf Mgr satellite svr 40G LTU
J5180AA	OV Trend Perf Mgr, DTD 5GB LTU
J5181AA	OV Trend Perf Mgr, DTD 10GB LTU
J5182AA	OV Trend Perf Mgr, DTD 20GB LTU
J5183AA	OV Trend Perf Mgr, DTD 40GB LTU
J5184AA	OV Trend Perf Mgr, DTD 80GB LTU
J5232AA	HP OV Trend Perf Mgr, 4.5 DTD 160GB LTU
J5221AA	OV Trend Perf client to view rpts LTU
J5218AA	OV Trend Perf Poller LTU
J5220AA	OV Trend Perf client admin/rpt bldg LTU
J5270AA	HP OV Trend PerfMgr Cent Svr Per Inc LTU
J5271AA	OV Trend Perf Mgr Sat Svr per inc. LTU



HP OpenView Reporting and Network Solutions Product Numbers affected by this letter:

Product Number	Description
J5208AA	OV Perf Insight Reportpack for ATM LTU (Includes associated ATM SPI)
J5209AA	OV SPIs for Perf Insight ATM Mgt LTU
J5210AA	OV Perf Insight Rptpack for F Relay LTU (Includes associated Frame Relay SPI)
J5211AA	OV SPIs for Perf Insght F Relay mgt LTU
J5212AA	OV Perf Insight Rptpack for Dev Res LTU
J5213AA	OV Perf Insight Rptpack Interface Reporting LTU
J5230AA	HP OVPI Report Pack-RMON2, LTU
J5250AA	OV Perf Insight rptpack for ntwk resp LTU
J5251AA	OV SPI for Perf Insight Cisco Ping
J5252AA	OV Perf Insght rptpk for Cisco Netflow LTU
J5253AA	OV SPI for Perf Insight Cisco Netflow LTU
J5254AA	OV Perf Insght rptpk for BMC Patrol LTU
J5255AA	OV SPI for Perf Insight BMC Patrol LTU
J5222AA	Media, OVPI 4.5 (RNS was 2.0, now 3.0)
J5223AA	Manuals, OVPI 4.5 (RNS Was 2.0, now 3.0)
J5271AA	OV Trend Perf Mgr Sat Svr per inc. LTU

Appendix B: Definitions

Definitions of terms are provided by the HP OpenView product version obsolescence documented at support.openview.hp.com/prod_version_obso_guidelines.jsp:

Full Support

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 OpenView 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). Full Support includes those services provided by Maintenance Support and Self-Help Support.

Version Maturity means that, for a specific product version, no further enhancements or changes to the functionality are planned, nor are any further platform refreshes planned in order to update that product version to support current operating systems, operating system versions or hardware platforms.

**Maintenance Support**

Reactive engagement of regional support resources (Support Center), in accordance with your purchased support plan, for assistance with questions or problems regarding the use of a specific product version. Assistance in resolving defects is limited to workarounds or existing patches. Maintenance Support includes those services provided by Self-Help Support.

Self-Help Support

Web-based access to the Knowledge Base, which contains technical information for HP OpenView products including white papers, existing patches and known problems for a specific product version.