



August 31, 2004

## **HP OpenView Smart Plug In for Oracle versions A.05.xx/B.05.xx and earlier Version Maturity Announcement**

Hewlett-Packard (HP) announced version maturity today for its HP OpenView Smart Plug-In (SPI) for Oracle A.05.xx/B.05.xx and earlier versions. This notification letter is being sent to our HP OpenView Smart Plug-In for Oracle customers worldwide to make you aware of our product discontinuance. HP will continue to provide Full Support through December 31, 2004, and Self-Help Support through December 31, 2006, for the aforementioned SPI products.

HP understands that a majority of our customers may have already migrated to more recent versions of this product due to Oracle's decision to obsolete Oracle Database product versions prior to Oracle Database 7.x. While the HP OpenView Smart Plug-In for Oracle A.05.xx/B.05.xx and earlier versions may continue to meet your immediate needs, HP strongly advises that all customers migrate to the latest, supported version of the Oracle Database, prior to the aforementioned end of support date. Once you have migrated Oracle Database to a supported version, please contact your local contract administrator or HP OpenView Services Integrator (SVI) to have the corresponding release of the HP OpenView Smart Plug-In for Oracle shipped to you if you have not received the most current version.

Please refer to Appendix A for specific 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](mailto:ask-encore@hp.com).

Best Regards,

HP OpenView Smart Plug-In Product Team





## Appendix A: Part Numbers

Product Number	Description
B7464AA	HP OV SPI Oracle Tier 3, LTU
B7465AA	HP OV SPI Oracle Tier 2, LTU
B7466AA	HP OV SPI Oracle Tier 1, LTU
B7467AA	HP OV SPI Oracle Tier 0, LTU
B9150AA	HP OV SPI Oracle Tier 4 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](http://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.

