



December 2004

Dear HP OpenView Customer,

This letter is being sent to Telecom Management Network (TMN) customers worldwide, to make you aware of Hewlett-Packard's (HP) decision to offer ongoing support for some of the TMN product versions.

The enclosed information is an update to the information you may have received in a letter from HP dated March 2002. Please see the "TMN Family section" in the product portfolio at www.hp.com/managementsoftware/encore for a copy of that letter.

End of Support

HP would now like to inform you of our updated plans for the discontinuance of HP OpenView Distributed Management (DM) platform. In order to give our customers a longer period of migration, HP has decided to further extend the support dates for the HP OpenView DM Manager Platform versions 5.x and 6.x, as well as HP OpenView DM Development kit versions 5.03 and 6.x.

HP is committed to providing the highest level of customer care to you while you determine your future strategy for your HP OV DM Manager 5.03 and 6.x products. These products had already entered the discontinuance support phase and now have new end of support dates as indicated in the table below:

Program Activity	DM TMN Devkit 5.03	DM TMN Devkit 6.x	DM TMN Manager Platform 5.03	DM TMN Agent Platform 6.x	TMN Library for Windows NT
Previous Discontinuance notice	March, 2002	March, 2002	March, 2002	March, 2002	March, 2002
End of Full Support	Oct 31, 2003	Oct 31, 2003	Dec 31, 2005	Dec 31, 2005	Dec 31, 2004
End of Maintenance Support	Dec 31, 2005	Dec 31, 2006	Dec 31, 2005	Dec 31, 2006	Dec 31, 2004
End of Self-Help Support	Dec 31, 2007	Dec 31, 2007	Dec 31, 2007	Dec 31, 2007	Dec 31, 2007

For any other TMN product numbers not listed above, the end of support dates as announced in the March 2002 communication still applies.

Please refer to attached Appendices A&B for definition of terms for product obsolescence and specific product numbers affected by this announcement.

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, or contact us directly via e-mail at ask-encore@hp.com. When providing information, please include your name, country, phone number, company name and product number.





In addition, for technical assistance and information, please visit:

Software Support Online:

www.hp.com/managementsoftware/services
support.openview.hp.com/support.jsp?lang=JAPAN (Japanese)

HP once again wishes to thank you for choosing the TMN product family as your preferred network services software. We appreciate your business and look forward to continuing to serve your business needs in the future.

Sincerely,

HP Management Software Organization
HP OpenView Network Services Management Team





Appendix A: Definitions

Definitions of terms are provided by the HP OpenView product version obsolescence documented at:
www.hp.com/managementsoftware/obsolete

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.

Appendix B: End of availability DM TMN Product List

Product #	Description
J1058DB	OV Telecom DM TMN Devkit v5.03
J1058EB	OV Telecom DM TMN Devkit v6.x
J1055DA, J1061DA	OV Telecom DM TMN Manager Platform v5.03
J1055EA, J1061EA	OV Telecom DM TMN Agent Platform v6.x
J1224AA, J1225AA	OV TMN Library for Windows NT

