



June 15, 2004

HP OpenView IT/Operations 5.3 (ITO v5.3)
Version Obsolescence Announcement

Last year Hewlett-Packard (HP) announced the version obsolescence for HP OpenView IT/Operations (ITO) v5.3. This letter is being sent to our ITO v5.3 customers worldwide providing the most up-to-date ITO v5.3, and all superseded versions, end-of-support timeline. ITO v5.3 full support will end **August 31, 2004** and maintenance support will end **December 31, 2005**. HP will continue to provide Self-Help Support (Knowledge-base) for ITO v5.3 until **December 31, 2006**.

The releases following ITO v5.3 were known as VantagePoint/Unix (VPO/UNIX) and OpenView Operations/Unix (OVO/UNIX). If you have already migrated to VPO/UNIX v6.x or OVO/UNIX v6.x or 7.x, please contact your local contract administrator so that HP can update your support contract records. If you have not migrated and need assistance, please contact us at ask-encore@hp.com for fee based migration assistance service.

In order to meet your current and future system management needs, HP OpenView strongly suggests you move to the most recent version, OVO/UNIX 7.1. OVO/UNIX 7.1 provides support for current versions of supported operating systems and latest application software (SAP, ORACLE, etc). In addition, OVO/UNIX 7.1 provides integration with newer HP OpenView Products including NNM, Service Desk, and OV Performance. As a valued HP customer with a valid ITO 5.3 support contract, your upgrade coverage provides for a one-for-one replacement of your existing licenses with the most recent version.

Please refer to Appendix A for specific ITO 5.x product numbers affected by this announcement.

Hewlett-Packard is committed to help make this migration as smooth as possible. Your HP sales representative is available to provide product and program information at your request or you may contact us at ask-encore@hp.com.

Best Regards,

Todd DeLaughter
HP Management Software Organization





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Appendix A: Part Numbers

| Product | ITO 5.x |
|-----------------------------|---------|
| Mgmt. Server HP | B6931AA |
| Mgmt. Server NNM Upgr. HP | B6935AA |
| Mgmt. Server Sun | B6931DA |
| Mgmt. Server NNM Upgr. Sun | B6935DA |
| Mgmt. Server User Incr. HP | B6932AA |
| Mgmt. Server User Incr. Sun | B6932DA |
| Agent Tier 4 | - |
| Agent Tier 3 | B6936AA |
| Agent Tier 2 | B6937AA |
| Agent Tier 1 | B6938AA |
| Agent Tier 0 | - |
| Desktop Agent | B6939AA |
| Multi-Vendor Agent | - |
| Developer's Toolkit | B6942AA |
| Service Navigator HP | B6933AA |
| Service Navigator Sun | B6933DA |
| ANSE – HP | B6944AA |
| ANSE – Sun | - |
| ECS – HP | J1264AA |
| ECS – Sun | J1265AA |
| Media HP-UX 10.x | B6940AA |
| Media HP-UX 11.x | B6940BA |
| Media Sun | B6940DA |
| Manuals HP-UX – English | B6941AA |
| Manuals HP-UX - Japanese | B6941AJ |
| Manuals Sun – English | B6941DA |
| Manuals Sun – Japanese | B6941DJ |
| Dev. Toolkit – Media | B6943AA |
| Dev. Toolkit – Manual | |



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