



i n v e n t

June 1st, 2004

Dear HP customer:

This announcement concerns:

HP OpenView Network Node Manager versions 5.X, 6.0, 6.01, 6.1, 6.2, 6.30, 6.31

HP OpenView Network Node Manager Extended Topology versions 1.50 & 1.51

HP OpenView Problem Diagnosis version 1.0

HP OpenView Customer Views version 1.2

Hewlett-Packard (HP) is announcing that HP OpenView Network Node Manager (NNM) versions 5.X, 6.0, 6.01, 6.1, 6.2, 6.30, 6.31; HP OpenView Network Node Manager Extended Topology (NNM ET) versions 1.50, 1.51; HP OpenView Problem Diagnosis (PD) version 1.0; and HP OpenView Customer Views (CV) version 1.2 have reached Version Maturity.

This notification letter is being sent to affected customers worldwide to make you aware of this announcement and to provide information pertaining to HP's decision to offer ongoing support for these product versions. HP support for these products will be provided as follows;

HP Software Support and HP Software Support 24x7 for NNM versions 5.X will be offered at a minimum until March 31, 2005.

HP Software Support and HP Software Support 24x7 for NNM versions 6.0, 6.01, 6.1, 6.30, 6.31, NNM ET versions 1.5 and 1.51 will be offered at a minimum until December 2006.

HP Software Support and HP Software Support 24x7 Support for NNM version 6.2, PD version 1.0, and CV version 1.2, will be offered at a minimum until December 2007.

Detailed end of support information is available in Appendix A. Appendix B provides the supportability for NNM by product and operating system.

Please refer to Appendix C for specific product numbers affected by this announcement.

HP strongly recommends that our customers who utilize Network Node Manager version 5.x to 6.31 inclusive as well as the above versions of NNM Extended Topology, Customer Views and Problem Diagnosis upgrade to the most current version of that software. Please note that functionality of NNM Extended Topology and Problem Diagnosis has been integrated into Network Node Manager 7.x Advanced Edition. We understand that our customers will need to evaluate their upgrade options; your local HP sales representative or channel partner is available to assist you with product questions and your transition planning.

As a HP OpenView IT Operations or HP OpenView Operations for Unix customer you are receiving this announcement as you may be running one of the above NNM products as part of your HP OpenView Operations environment. We would encourage you upgrade to the latest version of NNM supported by your HP OpenView Operations environment

For more information regarding HP OpenView Network Node Manager 7.x and your available upgrade options, please visit the Network Services Management web at www.managementsoftware.hp.com/solutions/nim.

At this time your local HP sales representative or channel partner will be available to discuss your available upgrade options, or you may find out more by contacting us at ask-encore@hp.com.

Best Regards,

HP OpenView Network Services Management team





APPENDIX A – End of Support Detail

| Product version | NNM 5.0, 5.01 and 5.02 | NNM 6.0, 6.01 and 6.1 | NNM 6.2 PD 1.0 CV 1.2 | NNM 6.3 NNM ET 1.5 | NNM 6.31 NNM ET 1.51 |
|---|---------------------------|--------------------------|-----------------------------|-----------------------|-------------------------|
| Full Support minimally through | Aug 31, 2003 | May 31, 2001 | Dec 31, 2005 | May 31, 2003 | Dec 31, 2004 |
| Maintenance Support minimally through | Mar 31, 2005 | Dec 31, 2006 | Dec 31, 2007 | Dec 31, 2006 | Dec 31, 2006 |
| Self-help Support minimally through | Mar 31, 2007 | Dec 31, 2008 | Dec 31, 2009 | Dec 31, 2008 | Dec 31, 2008 |

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.





APPENDIX B – Supportability Matrix

| Product Version | Platforms | Technical Upgrade Path |
|-----------------------------|---|---|
| NNM 6.2 CV 1.2 PD 1.0 | HP-UX 11.0, 11.11, Win2K Solaris 2.6, 2.7, 2.8 HP-UX 10.20, NT 4.0 | Update to NNM 6.4 or to NNM 7.01 |
| NNM 6.1 | HP-UX 11.0, 11.11 Solaris 2.5.1, 2.6, 2.7 HP-UX 10.20, NT 4.0 | Intermediate update to NNM 6.2 required, then to NNM 6.4 (i.e. skip NNM 6.3x) or NNM 7.01 |
| NNM 6.01 | HP-UX 11.0 Solaris 2.5.1, 2.6 HP-UX 10.20, NT 4.0 | Intermediate update to NNM 6.1 and NNM 6.2 required, then to NNM 6.4 (i.e. skip NNM 6.3x) or NNM 7.01 |
| NNM 6.0 | HP-UX 11.0 Solaris 2.5.1, 2.6 HP-UX 10.20, NT 4.0 | Intermediate update to NNM 6.1 and NNM 6.2 required, then to NNM 6.4 (i.e. skip NNM 6.3x) or NNM 7.01 |
| NNM 5.02 | NT 4.0 Server | Intermediate update to NNM 6.2 required, then to NNM 6.4 (i.e. skip NNM 6.3x) or NNM 7.01 |
| NNM 5.0 NNM 5.01 | Solaris 2.5.1, 2.6 HP-UX 10.20 NT 4.0 Server | Intermediate update to NNM 6.2 required, then NNM 6.4 (i.e. skip NNM 6.3x) or NNM 7.01 |
| NNM 6.31 NNM ET 1.51 | HP-UX 11.0, 11.11, Win2K Solaris 2.6, 2.7, 2.8 HP-UX 10.20, NT 4.0 | Direct update to NNM 6.4 / NNM ET 2.0 then to NNM 7.01 |
| NNM 6.30 NNM ET 1.50 | HP-UX 11.0, 11.11 Solaris 2.5.1, 2.6, 2.7 HP-UX 10.20, NT 4.0 | Requires “cold” NNM 6.4 / NNM ET 2.0 or NNM 7.01 install; no supported update path |





APPENDIX C – Product Numbers

| Product No. | Description |
|-------------|---|
| J1120AA | NNM 250 5.x NT LTU (includes media + mans) |
| J1120AJ | NNM 250 5.x NT LTU Japan (includes media + mans) |
| J1120UA | Upgrade to NNM 250 5.x NT LTU |
| J1120UJ | Upgrade to NNM 250 5.x NT LTU Japan |
| J1121AB | NNM 250 Node Inc 5.x NT LTU (250 additional nodes, requires J1120AA) |
| J1121UB | Upgrade to NNM 250 Node Inc 5.x NT LTU |
| J1122AA | NNM Enterprise 5.x NT LTU (includes media +man) |
| J1122AJ | NNM Enterprise 5.x NT LTU Japan (incl. media + man) |
| J1122UA | Upgrade to NNM Enterprise 5.x NT LTU |
| J1122UJ | Upgrade to NNM Enterprise 5.x NT LTU Japan |
| J1124AB | NNM 250 5.x upgrade to NNM Enterprise 5.x NT LTU (requires j1120AA) |
| J1128AB | NNM 250 5.x UNIX LTU |
| J1129AB | NNM 250 Node Inc 5.x UNIX LTU (250 additional nodes; requires J1128AB) |
| J1130AB | NNM Enterprise 5.x UNIX LTU |
| J1131AB | NNM 250 5.x Upgrade to NNM Enterprise 5.x UNIX LTU (requires J1128AB) |
| J1132AB | Upgrade from NNM Entry 4.x to NNM 250 5.x HP-UX/Solaris LTU |
| J1133AB | Upgrade from NNM Enterprise 4.x to NNM Enterprise 5.x HP-UX/Solaris LTU |
| J1134AA | NNM 5.01 HP-UX Media |
| J1134AJ | NNM 5.01 HP-UX Media Japan |
| J1135AA | NNM 5.01 Solaris Media |
| J1135AJ | NNM 5.01 Solaris Media Japan |
| J1136AA | NNM 5.0x UNIX Manuals |
| J1136AJ | NNM 5.0x UNIX Manuals Japan |
| J1146AB | NNM Dev Kit 5.x UNIX/NT LTU (requires J1148AA/J1149AA and J1150AA) |
| J1147AA | NNM Devkit 5.01 NT Media (requires J1146AB and J1150AA) |
| J1148AA | NNM Dev Kit 5.01 HP-UX Media (requires J1146AB and J1150AA) |
| J1149AA | NNM Dev Kit 5.01 Solaris Media (requires J1146AB and J1150AA) |
| J1150AA | NNM Dev Kit 5.x UNIX/NT Manuals (requires J1146AB and J1148AA/J1149AA) |
| J1240AA | NNM Enterprise ver. 6.2 for Windows NT/2000 (incl media + man) |
| J1240AJ | NNM Enterprise ver. 6.2 (Japan localization) for Windows NT/2000 (incl media + man) |
| J1240UA | Upgrade from NNM Unlimited ver. 5.x to NNM Enterprise ver. 6.2 for Windows NT and 2000 |
| J1240UJ | Upgrade from NNM Unlimited ver. 5.x to NNM Enterprise ver. 6.2 (Japan localization) for Windows NT and 2000 |
| J1241AA | NNM 250 ver. 6.2 for Windows NT/ 2000 (incl media + man) |
| J1241AJ | NNM 250 ver. 6.2 (Japan localization) for Windows NT/2000 (incl media + man) |
| J1241UA | Upgrade from NNM 250 ver. 5.x to NNM 250 ver. 6.2 for Windows NT and 2000 |
| J1241UJ | Upgrade from NNM 250 ver. 5.x to NNM 250 ver. 6.2 (Japan localization) for Windows NT and 2000 |
| J1242AB | NNM 250 Node Increment License-to-Use 250 additional nodes for NNM 250 ver. 6.x for Windows NT and 2000 (requires J1241AA or J1241AJ) |
| J1242UB | Upgrade from NNM 250 Node Increment for NNM 250 ver. 5.x to ver. 6.2 for Windows NT and 2000 |





APPENDIX C – Product Numbers continued

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| J1242UJ | Upgrade NNM 250 Node inc to 6.x NT/2000 LTU Japan |
| J1243AB | Upgrade from NNM 250 ver. 6.x to NNM Enterprise ver. 6.x for Windows NT and 2000 (requires J1241AA or J1241AJ) |
| J1247AA | NNM Enterprise ver. 6.2 for HP-UX LTU (incl Media + man) |
| J1247AJ | NNM Enterprise ver. 6.2 (Japan localization) for HP-UX LTU (incl media + man) |
| J1248AA | NNM 250 ver. 6.2 for HP-UX LTU (inc media + man) |
| J1248AJ | NNM 250 ver. 6.x (Japan localization) for HP-UX 10.20, 11.0, and 11.11 |
| J1249AB | NNM 250 Node Increment License-to-Use 250 additional nodes for NNM 250 ver. 6.x for HP-UX 10.20, 11.0, and 11.11 (requires J1248AA or J1248AJ) |
| J1250AB | Upgrade from NNM 250 ver. 6.x to NNM Enterprise ver. 6.x for HP-UX 10.20, 11.0, and 11.11 (requires J1248AA or J1248AJ) |
| J1251AA | Upgrade from NNM Enterprise ver. 4.11 or later to NNM Enterprise ver. 6.2 for HP-UX 10.20, 11.0, and 11.11 |
| J1251AJ | Upgrade from NNM Enterprise ver. 4.11 or later to NNM Enterprise ver. 6.2 (Japan localization) for HP-UX 10.20, 11.0, and 11.11 |
| J1252AA | Upgrade from NNM Entry ver. 4.11 or 250 ver. 5.x or later to NNM 250 ver. 6.2 for HP-UX 10.20, 11.0, and 11.11 |
| J1252AJ | Upgrade from NNM Entry ver. 4.11 or 250 ver. 5.x or later to NNM 250 ver. 6.2 (Japan localization) for HP-UX 10.20, 11.0, and 11.11 |
| J1253AB | Upgrade from NNM 250 Node Increment for NNM 250 ver. 5.x to ver. 6.2 for HP-UX 10.20, 11.0, and 11.11 |
| J1254AA | NNM Enterprise ver. 6.x for Solaris 2.6, 2.7, and 2.8 |
| J1254AJ | NNM Enterprise ver. 6.2 (Japan localization) for Solaris 2.6, 2.7, and 2.8 |
| J1255AA | NNM 250 ver. 6.2 for Solaris 2.6, 2.7, and 2.8 |
| J1255AJ | NNM 250 ver. 6.2 (Japan localization) for Solaris 2.6, 2.7, and 2.8 |
| J1256AB | NNM 250 Node Increment License-to-Use 250 additional nodes for NNM 250 ver. 6.0-6.31 for Solaris 2.6, 2.7, and 2.8 (requires J1255AA or J1255AJ) |
| J1257AB | Upgrade from NNM 250 ver. 6.x to NNM Enterprise ver. 6.x for Solaris 2.6, 2.7, and 2.8 (requires J1255AA or J1255AJ) |
| J1258AA | Upgrade from NNM Enterprise ver. 4.11 or later to NNM Enterprise ver. 6.2 for Solaris 2.6, 2.7, and 2.8 |
| J1258AJ | Upgrade from NNM Enterprise ver. 4.11 or later to NNM Enterprise ver. 6.2 (Japan localization) for Solaris 2.6, 2.7, and 2.8 |
| J1259AA | Upgrade from NNM Entry ver. 4.11 or 250 ver. 5.x or later to NNM 250 ver. 6.2 for Solaris 2.6, 2.7, and 2.8 |
| J1259AJ | Upgrade from NNM Entry ver. 4.11 or 250 ver. 5.x or later to NNM 250 ver. 6.2 (Japan localization) for Solaris 2.6, 2.7, and 2.8 |
| J1260AB | Upgrade from NNM 250 Node Increment for NNM 250 ver. 5.x to ver. 6.2 for Solaris 2.6, 2.7, and 2.8 |
| J1261AA | NNM Developer's Tool Kit ver. 6.2 for Windows NT and 2000 (media + man) |
| J1262AA | NNM Developer's Tool Kit ver. 6.2 for HP-UX 10.20, 11.0, and 11.11 (media + man) |
| J1263AA | NNM Developer's Tool Kit ver. 6.2 for Solaris 2.6, 2.7, and 2.8 (media + man) |
| J1331AA | NNM 100 Bundle 6.1 NT LTU (includes media + man) (6.1 only) |
| J1332AA | NNM 100 Bundle 6.1 HP-UX LTU (includes media + manuals) (6.1 only) |





APPENDIX C – Product Numbers continued

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|---------|---|
| J1333AA | NNM 100 Bundle 6.1 Solaris LTU (incl media + man)(6.1 only) |
| J1334AA | NNM 100 Bundle 6.1 Upgrade to NNM 250 6.1 NT LTU (incl Media + Manuals) 6.1 only |
| J1335AA | NNM 100 6.1 Upgrade to NNM 250 6.1 HP-UX LTU (incl Media + Manuals) 6.1 only |
| J1336AA | NNM 100 Bundle 6.1 Upgrade to NNM 250 6.1 Solaris LTU (incl Media + Manuals) 6.1 only |
| J4764AA | NNM Enterprise 6.01 NT LTU (includes media + man) (6.01 only, blind cpl) |
| J4764AJ | NNM Enterprise 6.01 NT LTU Japan (includes media + man) (6.01 only, blind cpl) |
| J4765AA | NNM 250 6.01 NT LTU (includes media + man)(6.01 only, blind cpl) |
| J4765AJ | NNM 250 6.01 NT LTU Japan (includes media + man)(6.01 only, blind cpl) |
| J4766AA | NNM Enterprise 6.1 HP-UX LTU incl Media + Manuals (6,01 only, blind CPL) |
| J4766AJ | NNM Enterprise 6.1 HP-UX LTU Japan incl Media + Manuals (6,01 only, blind CPL) |
| J4767AA | NNM 250 6.01 HP-UX LTU incl Media + Manuals (6,01 only, blind CPL) |
| J4767AJ | NNM 250 6.01 HP-UX LTU Japan incl Media + Manuals (6,01 only, blind CPL) |
| J4768AA | NNM Enterprise 6.01 Solaris LTU (incl Media + man) (6.01 only blind CPL) |
| J4768AJ | NNM Enterprise 6.01 Solaris LTU Japan (incl Media + man) (6.01 only blind CPL) |
| J4769AA | NNM 250 6.01 Solaris LTU (incl media + man) (6.01 only, blind CPL) |
| J4769AJ | NNM 250 6.01 Solaris LTU Japan (incl media + man) (6.01 only, blind CPL) |
| J5130AA | NNM 50 Bundle 6.2 for Win NT/2000 LTU (incl media + man)(6.2 only, only A/P) |
| J5131AA | NNM 50 Bundle 6.2 for HP-UX LTU includes media + manuals (6.2 only A/P) |
| J5132AA | NNM 50 Bundle 6.2 Solaris LTU (include media and Manuals) (6.2 only, only A/P) |
| J5310AA | NNM Devkit 6.31 HP-UX LTU includes Media + Manuals) |
| J5311AA | NNM Devkit 6.31 Sol LTU includes Media + Manuals) |
| J5312AA | NNM Devkit 6.31 NT/2000 LTU (incl media +man) |
| J5315AA | OV NNM Enterprise 6.31 for HP-UX (incl media + man) |
| J5315AJ | OV NNM Enterprise 6.31 for HP-UX Japan (incl media + man) |
| J5316AA | OV NNM 250 6.31 for HP-UX (incl media + man) |
| J5316AJ | OV NNM 250 6.31 for HP-UX Japan (incl media + man) |
| J5317AA | OV NNM Enterprise 6.31 for Solaris (incl media + man) |
| J5317AJ | OV NNM Enterprise 6.31 for Solaris Japan (incl media + man) |
| J5318AA | NNM Devkit 6.31 Media |
| J5319AA | NNM Devkit 6.31 Manual |
| J5320AA | OV NNM 250 6.31 for Solaris (incl media + man) |
| J5320AJ | OV NNM 250 6.31 for Solaris Japan (incl media + man) |
| J5321AA | OV NNM Enterprise 6.31 for Win NT/2000 LTU (incl media +man) |
| J5321AJ | OV NNM Enterprise 6.31 for Win NT/2000 Japan (incl media + man) |
| J5322AA | OV NNM 250 6.31 for Win NT/2000 LTU (incl media + man) |
| J5322AJ | OV NNM 250 6.31 for Win NT/2000 LTU Japan (incl. media + man) |
| J5323AA | OV NNM 6.31 Manuals for HPUX, Sol & Win |
| J5323AJ | OV NNM 6.31 Manuals HPUX, Sol & Win Jpn |
| J5328AA | OV Upg NNM 250 6.x to Ent 6.x HP/Sol/Win |
| J5329AJ | OV Upg NNM 250 6.x to Ent 6.x LTU Japan (HP/Sol/Win) |
| J5329AA | Upgrade from NNM 4.x or NNM Unlimited 5.x or NNM Enterprise 6.x to NNM Enterprise 6.31 LTU (HP-UX, Solaris, Win) |





APPENDIX C – Product Numbers continued

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|---------|---|
| J5329AJ | Upgrade from NNM 4.x or NNM Unlimited 5.x or NNM Enterprise 6.x to NNM Enterprise 6.31 LTU Japan (HP-UX, Solaris, Win) |
| J5330AA | Upgrade from NNM Entry 4.x or NNM 250 5.x or 6.x to NNM 250 6.31 LTU (HP-UX, Solaris, Win) |
| J5330AJ | Upgrade from NNM Entry 4.x or NNM 250 5.x or 6.x to NNM 250 6.31 LTU Japan (HP-UX, Solaris, Win) |
| J5303AA | NNM ET 1.50 250 for HP-UX |
| J5304AA | NNM ET 1.50 250 Node Increment HP-UX LTU (requires J5303AA) |
| J5305AA | NNM ET 1.50 250 for Solaris LTU |
| J5306AA | NNM ET 1.50 250 Node Increment Solaris LTU (requires J5305AA) |
| J5307AA | NNM ET 1.50 Media for HP-UX and Solaris (software and documentation) |
| | |
| J5303BA | OV NNM Extended Topo 250 1.51 for HP-UX incl Media + Docs |
| J5304BA | OV NNM Extended Topo 250 Inc 1.51 HP-UX |
| J5305BA | OV NNM Extended Topo 250 1.51 Solaris incl Media + Docs |
| J5306BA | OV NNM Extended Topo 250 Inc 1.51 Sol |
| J4518AA | CV 1.2 Manage 100 Customers LTU NT |
| J4519AA | CV 1.2 Manage unrestricted Customers LTU NT |
| J4526AA | CV 1.2 Manage 100 Customers LTU - Solaris |
| J4527AA | CV 1.2 Manage unrestricted Customers LTU - Solaris |
| J4522AA | CV 1.2 Manage 100 Customers LTU - UX |
| J4523AA | CV 1.2 Manage unrestricted Customers LTU - UX |
| J4520AB | CV 1.2 200 Managed Customer Bank - NT |
| J4521AB | CV 1.2 Incre Managed Customers to unrestricted - NT |
| J4528AB | CV 1.2 200 Managed Customer Bank - Solaris |
| J4529AB | CV 1.2 Incre Managed Customers to unrestricted - Solaris |
| J4524AB | CV 1.2 200 Managed Customer Bank - UX |
| J4525AB | CV 1.2 Incre Managed Customers to unrestricted - UX |
| J5135AA | Problem Diagnosis 1.0 incl Media + Docs |

