



IMPORTANT: All requests must be received by: July 12, 2005

We are pleased to inform you that under your support agreement you are eligible to receive the following release: **Command View EVA Version 3.2 (part of Storage Operations Manager 1.1) CVEV32**

The benefits of HP OpenView Storage Operations Manager version 1.1 compared to HP OpenView Storage Operations Manager version 1.0 (CVEV32) are:

- ✓ Support for VCS v3.020, including support for low cost 250 GB Fibre Attached Technology Adapted (FATA) and 300 GB high performance drives
- ✓ SMI-S based array management
- ✓ Selective networked storage management
- ✓ Third party reporting support
- ✓ Enhanced support for HP-UX, Red Hat Linux, IBM AIX, Microsoft Windows 2003, and HP OpenVMS

Are you aware of the benefits of Software Update Manager (SUM)?

SUM is a portal that enables you to have **online access** to your support contracts, **manage your profile** and immediately **download new updates**.

Also:

- ✓ Register for e-mail notification and online selection of applicable software updates and documentation.
- ✓ Receive electronic alerts for new releases of product updates and links to electronic manuals, no delay in receiving your product update notification.
- ✓ Download updates after entitlement check.
- ✓ Optionally request a physical back up copy of any download.
- ✓ Download the application multiple times, if required.

If you're already a SUM customer and would like to change your new product notifications from surface mail to e-mail, please go to the Software Update Manager Home page. Then click on the "manage software notification" link and then click on "change notification method to e-mail" to make the appropriate changes.

Migration to SUM is fast and easy. Simply log onto the following Web site and link your system handle or SAID (service agreement ID) to SUM by following this process:

Access the IT Resource Center (ITRC) at www.itrc.hp.com

Select "online help" from the left side bar.

Scroll down to "related topic" and select "FAQs – ITRC."

Select "support agreements" from the drop down window.

To link a support agreement, go to the "my profile" page.

Scroll down to the section entitled "enable access to additional services."

Find "link a support agreement to your user id" and follow the directions to link your support agreement.

For additional information about linking the system handles for your company, use the following URL to FAQ's.

<http://www1.itrc.hp.com/service/help/faqs.do#support%20agreements>

We are pleased to inform you that HP is further increasing the value of HP OpenView Software Support services with the addition of new web-based support capabilities. Online software support provides you with self-solve capabilities, enabling a fast and efficient way to access interactive technical support tools needed to manage your business. The added web capabilities to Software Support are available from HP OpenView's online support site at www.openview.com/services