OpenView Policy Library

Product Version Obsolescence Policy- End of Support Guidelines (version 4.2)

Introduction:

The purpose of the Support Version Policy 4.2 (this policy) is to put forward a standard set of guidelines for software supported versions and their respective transition to End-of-Support (EOS) for ALL OpenView products. This policy does not replace Hewlett-Packard's standard support terms and conditions, nor the support deliverables defined in our HP Software Support or HP OpenView datasheets.   In addition, this policy is based on the OpenView versioning policy which provides the criteria necessary to define Major and Minor software releases.

Customers are encouraged to contact their local HP OpenView Sales Representative or their HP software business partner for any questions regarding this policy.

Definitions:

Support – means OpenView maintenance, training, installation and configuration, and other standard support services provided by HP.

Version - means a release of Software that contains new features, enhancements, and/or maintenance updates, or for certain Software, a collection of revisions packaged into a single entity and, as such, made available by HP to its customers (also called a "Release"). Refer to the "Product Versioning Policy Statement" attached below.

General Availability - means the first date the specified Version of the product is available for production use by customers.

End-of-Support (EOS) – means the last date Software maintenance, installation and configuration assistance, and other standard support services will be accepted for the specified product release (as specified by Major and Minor version numbering).   EOS also means the last date Software Change Requests (SCRs) will be accepted for a specified Version of a Product. After the EOS date, all SCRs will be planned for future versions, as applicable. Current patches for the version of the HP Software reaching EOS will remain available for electronic download for a reasonable period of time.

HP OpenView Branded Software - means OpenView Products and Support bearing a trademark or service mark of Hewlett-Packard Company or any Hewlett-Packard Company Affiliate, and embedded HP selected third party Software that is not offered under a third party license agreement.

Software - means machine-readable instructions and data (and copies thereof) including middleware and firmware and related updates and upgrades, licensed materials, user documentation, user manuals, and operating procedures.

OpenView Product Versioning Policy

Product Versioning Policy Statement:

The number versioning scheme put forth by this policy is:
(Major) (Major). (Minor) (Minor). (Build) (Build) (Build)

Example: "07.11.001"

Where: Major release is 7, Minor release is 1, Minor Minor is 1 and Build is 1

Example	Release	Definition
07.00.000	Major	The Major field MUST be incremented whenever a component or product release is incompatible with the one before. The product / component responsible MAY increment the Major field to indicate Major enhancements even if the new version is compatible with the prior one. A Major release indicates Major new functionality or product structure changes. Media is distributed to install base customers on active support.
07.**1**0.000	Minor Release (1st digit)	The Minor field is used to distinguish multiple releases of a component / product with the same Major number. It is up to the component / product responsible to determine the specific Minor number for a new release A Minor release indicates functional enhancements to the product. The Minor release must be compatible with previous versions of the same Major release and thus needs to be superset of functionality; everything that breaks the superset-approach is considered to be a Major release Media is distributed to install base customers on active support This type of release does not require a re-install of the product, but can be 'overlaid' on top of existing installation.
07.1**1**.000	Minor Minor release (2nd digit)	"Minor Minor" release is for distributing Functional enhancements and cumulative bug fixes to customers on active support via download from the support website. Media is not distributed Media product number roll is NOT required for a Minor Minor release.
07.11.**001**	Bug Fixes	Bug Fixes available to customer on active support via download from support web site. New functionality is not allowed in this type of release.

OpenView Product Versioning Policy

Obsolescence Policy Statement:

Unless otherwise agreed by HP, under the OpenView Supported Version Policy 4.2, HP will provide Support for the current and previous Minor versions of the current Major release and the latest Minor version of the previous Major release.

When a new Major version of the product becomes available:

1. Support will be provided for the new/current Major version. Support will also be provided for the last Minor version of the previous Major version with a commitment to continue providing Support for a minimum of 24 months.

2. End-of-Support (EOS) will occur for the last Minor version of the Major version two versions below the current Major version and support will no longer be provided.
3. Examples:

Product Version	Current Supported Version
6.3	Supported
6.2	Supported
6.1	Not Supported
6	Not Supported
5.3	Supported

In this example the current version is 6.3. This means the most current Major version, is 6. The current Minor version of the current Major version is 6.3 and the preceding Minor version is 6.2. The previous Major version is 5. The last Minor version of the previous Major version is 5.3.

Product Version	Current Supported Version
7.0	Supported
6.3	Supported
6.2	Not Supported
6.1	Not Supported
6	Not Supported
5.3	Not Supported

When 7.0 is released, the most current Major version will change from 6 to 7. This means the current Minor version is also 7.0 and the last Minor version of the previous Major version is now 6.3. The 5.3 version is no longer a supported and is thus obsolete.

OpenView Product Versioning Policy

Product Version	Current Supported Version
7.3	Supported
7.2	Supported
7.1	Not Supported
7.0	Not Supported
6.3	Supported
6.2	Not Supported

In this example the current Major version is 7. This product has also released an additional three Minor versions after the initial 7.0 product release. Since 7.3 and 7.2 are the current and previous Minor versions of the current Major release they will be supported while 7.1 and 7.0 are not. The last Minor release of the previous Major, 6.3, is in its End-of-Support cycle and will go out of support when 8.0 is released.

> Note: As Minor versions sequence within a Major version family, support will be provided for the current Minor version and the immediately preceding Minor version.

This policy holds true for HP OpenView Branded Software and requires HP OpenView Branded Software to be used with Hardware or Software (eg. operating systems) included in HP-specified configurations at the specified Version level, with active support.

HP will make exceptions to this policy on a very limited basis. Such exceptions shall be communicated to our customers.

OpenView Product Versioning Policy

Obsolescence Guidelines

1. As new product versions are released, support for older product versions prior to the most recently released and immediately preceding versions will terminate. Customers with active support agreements will be notified in advance of the End-of-Support date to allow time for planning, testing and deployment of newer product versions. Should a customer choose to remain on said product/product version after the official End-of-Support date, all needed additional licenses, media and/or hardcopy manuals must be ordered before the End-of-Support date. The primary communication method will be through HP's Software Support Online (http://support.openview.hp.com), although HP may choose to notify customers of the appropriate contacts in writing or through electronic means.

2. Support for a specific product/product version will be provided until the published official End-of-Support date. As always, HP investigates all problems and issues reported for current product versions (last, and in most cases, immediately preceding releases). However, customers may be required to install the most recent software, fixes, patches, and/or service packs as part of the troubleshooting/issue resolution process. In all cases, the HP OpenView Product Team (Lab) will review and either approve; deny; deny as fixed in a more current release; or postpone a fix until a future release; all requests for defect fixes, product enhancements, support for newly-released operating systems, and/or other adjacent/integrated application(s) or version(s).

   Note: In some instances support for specific HP OpenView product(s) and/or version(s) may run longer than the support for underlying operating system(s), adjacent/integrated application(s) or version(s). In this event, it is HP's intent to communicate with affected HP OpenView product/product versions customers in a timely manner. However, there are cases where HP does not receive notification of the End-of-Support for these products (operating system(s) or adjacent/integrated application(s), or version(s)) in advance of the general public. In any case, should the underlying operating system(s), adjacent/integrated application(s) or version(s) become unsupported by its developer, support for the affected HP OpenView product/product versions will immediately be limited to self-solve support available through Software Support Online, and Telephone Support associated with questions concerning a product's/product version's functionality and/or interoperability in line with the said product's/product version's original parameters/requirements at the time of release. Any product updates and/or fixes will be limited to those already available. No additional updates, patches or fixes will be engineered. Should said product/product version operate or integrate with other still supported, underlying operating system(s), adjacent/integrated application(s) or version(s), support for said product/product version on any remaining supported platform(s), supported adjacent/integrated application(s), or supported version(s) will continue unaffected, or through the planned End-of-Support date, if one has been announced.