hp ®

i n v e n t

Hewlett-Packard Company
690 East Middlefield Road
Mt. View, CA 94043

www.hp.com

HP Software Global Business Unit   December 1, 2005

OpenView GlancePlus, OpenView Performance Agent and OpenView MeasureWare

UPDATE: To align with the new release of OVPA version 4.6, HP has extended the support period of GlancePlus and OVPA version prior to version 4.5. The new End of Support date defined is February 28, 2007. Also the End of Self Help Support for all referred version is extended till February 28, 2009.

PLEASE NOTE: GlancePlus and OVPA are not being obsoleted as products. Only versions prior to version 4.5 and the SNI Reliant UNIX/NCR WorldMark UNIX operating system versions of GlancePlus/OVPA are being obsoleted.

[Addressee's Name
Addressee's Title
Company Name
Street Address
City, Postal Code
Country]

Dear HP OpenView Customer,

Hewlett-Packard (HP) is announcing the Version Discontinuance of HP OpenView GlancePlus (GlancePlus) versions prior to version 4.5, the Version Discontinuance of HP OpenView Performance (OVPA) versions prior to version 4.5, the Product Discontinuance of HP OpenView MeasureWare products and the Product Discontinuance of the SNI Reliant UNIX and NCR WorldMark UNIX Operating System versions for both GlancePlus and OVPA , effective as of the dates set forth below.

This letter is being sent to GlancePlus, OVPA and MeasureWare support customers worldwide, to inform you of our end of support plans for some versions of the products, as specified below.

End of Sale / End of Support
HP is committed to providing the highest level of customer care to you while you determine your future strategy for your GlancePlus, OVPA and MeasureWare products. Please read below for key timelines and support options that are now available to you:

Hewlett-Packard Company
690 East Middlefield Road
Mt. View, CA 94043

www.hp.com

Program Activity	MeasureWare	SNI Reliant UNIX and NCR WorldMark GlancePlus versions and SNI Reliant UNIX and NCR WorldMark OVPA versions	Versions prior to version 4.5 for GlancePlus and versions prior to version 4.5 for OVPA
Version Obsolescence and Product Obsolescence announced	Dec 1, 2005	Dec 1, 2005	Dec 1, 2005
End of Sale (no longer orderable)	Feb 28, 2006	Feb 28, 2006	N/A
End of Current Product Support	April 30, 2006	Oct 31, 2006	Feb 28, 2007
End of Self-Help Support	April 30, 2008	Oct 31, 2008	Feb 28, 2009

Note: GlancePlus version 3.81 and OVPA version 3.81 will continue to be supported for only Solaris® 2.6 until July 23rd 2006 also GlancePlus version 3.72 and OVPA version 3.72 will continue to be supported for only HP-UX 11.0 until December 31st 2006.

Please note that all MeasureWare customers with active support contracts are eligible to upgrade to HP OpenView Performance Agent as a "1 for 1" license upgrade.

While previous versions of GlancePlus and/or OVPA may continue to meet your immediate needs, HP recommends that all customers upgrade to HP OpenView GlancePlus version 4.5 and/or HP OpenView Performance Agent version 4.5.

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

For more information
A Frequently Asked Questions (FAQ) document about this obsolescence is available from www.hp.com/managementsoftware/support-lifecycle. Should you have any questions about this end of availability communication, or for assistance in understanding the options available to you,

For more information, go to www.managementsoftware.hp.com

12/2005.

December 1,2005

Page 3

please contact your local HP sales representative or HP software business partner. When providing information, please include your name, company name, country, phone number, product number and your HP Service Agreement ID or HP System Handle.

In addition, for technical assistance and information, please visit Software Support Online: www.hp.com/managementsoftware/services

HP once again wishes to thank you for choosing GlancePlus, Performance Agent and/or MeasureWare as your preferred system performance management software solution. We appreciate your business and look forward to continuing to serve your business needs in the future.

Sincerely,

HP Software Services

For more information, go to www.managementsoftware.hp.com

12/2005.

Appendix A: Definitions
This product version obsolescence is covered by version 2.3 of the support & obsolescence policy. Definitions of terms are provided by the HP OpenView product version obsolescence documented at:
www.hp.com/managementsoftware/support-lifecycle

Current Product Support
Current Product Support is the 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).

While HP OpenView investigates all problems and issues raised for products covered under Current Product Support, customers may be required to install the most current version or patches as part of the troubleshooting process. Current Product Support includes Self-Help Support.

Version Maturity may apply to specific versions of HP OpenView software products. Version Maturity means that, for a specific product version, no further enhancements or changes to functionality are planned, nor are any further platform refreshes planned in order to update that product version to support current or future operating systems, operating system versions or hardware platforms.

End of Current Product Support Date*
Official last day to receive Current Product Support for a specific product/product version.

Self-Help Support
Self-Help Support is an integral component of all HP OpenView Support contracts. Self-Help Support consists of web-based access to the online support Knowledge Base, which contains technical information for HP OpenView products including white papers, existing patches and known problems for a specific product version.

* Some customers may be familiar with the term "End of Support (EOS) Date", which was formerly used in descriptions of HP OpenView's obsolescence policy. That term itself is now obsolete having been replaced by two more specific terms, "End of Current Product Support Date" and " End of Extended Life Support Date".

For more information, go to www.managementsoftware.hp.com

12/2005.

Appendix B– End of availability GlancePlus, OVPA and MeasureWare Product List

Product #	Description
B4965AA	HP OV Perf Agent HP 9000 Wkstns, Media
B6093AA	HP OV MW Agent NT Wrkstn/Server media
B6093AJ	HP OV MW Agent NT Wkst/Svr Media, JPN
B6094AJ	HP OV Mware NT Wkst, Media Manual, JPN
B6100AA	HP OV MeasureWare for HP9000 Wkstns, LTU
B6101AA	HP OV MeasureWare, NT Only (Tier 1), LTU
B6104AA	HP OV Mware for Windows NT Wkstn, LTU
B6141AA	HP OV Mware Custom Soln Bldr HP-UX Media
B7392AA	HP OV MW Win NT Wkstn 3.51/4.0, Media
B5021AA	HP OV GlancePlus NCR, Media
B5023AA	HP OV GlancePlus Pak 2000 NCR, Media/Man
B6112AA	HP OV GlancePlus for Siemens, LTU
B6113AA	HP OV GlancePlus for Siemens, Media
B6114AA	HP OV GlancePlus Pak for Siemens, LTU
B6115AA	HP OV GlancePlus Pak for Siemens, Media
B7444AA	HP OV Performance Agent Multivendor LTU

For more information, go to www.managementsoftware.hp.com

12/2005.