



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

HP Support May 2012

## HP NNMi SPI for Performance

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

Dear HP Software Customer,

Hewlett-Packard (HP) is announcing product obsolescence of NNMi SPI for Performance effective as of the dates set forth below.

This letter is for NNMi SPI for Performance support customers worldwide, to inform you of our end of support plans.

### 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 NNMi SPI for Performance products. Please read below for key timelines and support options that are now available to you:

Date	Program Activity
May 1, 2012	Product discontinuance announced
July 1, 2012	End of sale (no longer orderable or available for purchase)
October 31, 2013	End of Support for NNMi SPI for Performance
October 31, 2015	End of Self-Help Support NNMi SPI for Performance

While NNMi SPI for Performance may continue to meet your immediate needs, HP recommends that all customers upgrade to NNMi SPI Performance for Metrics.

Please be aware that if you have an integration from NNM iSPI for Performance into HP Performance Insight, then consider using our HP NNM iSPI Performance for Metrics integration.

Customers using NNMi SPI for Performance 8.00 or 8.01 on HP-UX or Sun should move to a different operating system, as both these platforms are no longer supported going forward.

Please refer to attached Appendix A for definition of terms for product obsolescence and Appendix B for the list of affected NNMi SPI for Performance product numbers.

Please note that Cognos 8.2, a 3<sup>rd</sup> party product included in NNMi SPI for Performance 8.10, has been obsoleted by the 3<sup>rd</sup> party. Appendix A documents the support options for this situation.

### For more information

Should you have any questions about this end of availability communication, or for assistance in understanding the options available to you, please contact your local HP sales representative or HP



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

May, 2012  
Page 2

software business partner. When providing information, please include your name, country, phone number, company name, 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/go/hpsoftwaresupport](http://www.hp.com/go/hpsoftwaresupport)

HP once again wishes to thank you for choosing NNMi SPI for Performance. We appreciate your business and look forward to continuing to serve your business needs in the future.

Sincerely,

HP Software Services

#### **APPENDIX A: Definitions**

This product version obsolescence is covered by version 4.3 of the support & obsolescence policy. Definitions of terms are provided by the HP Software product version obsolescence documented at: [www.hp.com/go/hpsoftwaresupport/support-lifecycle](http://www.hp.com/go/hpsoftwaresupport/support-lifecycle)

#### **Product Support**

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 Software 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 Software investigates all problems and issues raised for products covered under Product Support, customers may be required to install the most current version or patches as part of the troubleshooting process.

Version Maturity may apply to specific versions of HP 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-Support Date**

End-of-Support Date is 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

© Copyright 2012 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

For more information, go to [www.managementsoftware.hp.com](http://www.managementsoftware.hp.com)



(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.

**Self-Help Support**

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

In some instances support for specific HP Software 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 Software 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 Software 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.

**APPENDIX B: Effected product SKUs**

T4906AA	HP NNM iSPI Perf 8.01 Eng SW Media
T4906AAE	HP NNM iSPI Perf 8.01 Eng SW E-Media
T4906BA	HP NNM iSPI for Perf 8.10 SW Media
T4906BAE	HP NNM iSPI for Perf 8.10 SW E-Media
T4907AA	HP NNM iSPI for Perf 50+/50 SW LTU
T4907AAE	HP NNM iSPI for Perf 50+/50 SW E-LTU
T4908AA	HP NNM iSPI for Perf 250+/50 SW LTU
T4908AAE	HP NNM iSPI for Perf 250+/50 SW E-LTU
T4909AA	HP NNM iSPI for Perf 1000+/50 SW LTU
T4909AAE	HP NNM iSPI for Perf 1000+/50 SW E-LTU
T4910AA	HP NNM iSPI for Perf 2000+/50 SW LTU
T4910AAE	HP NNM iSPI for Perf 2000+/50 SW E-LTU
T4911AA	HP NNM iSPI for Perf 3500+/50 SW LTU

© Copyright 2012 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.



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

May, 2012  
Page 4

T4911AAE	HP NNM iSPI for Perf 3500+/50 SW E-LTU
T4912AA	HP NNM iSPI for Perf 7000+/50 SW LTU
T4912AAE	HP NNM iSPI for Perf 7000+/50 SW E-LTU
T4913AA	HP NNM iSPI for Perf 11K+/50 SW LTU
T4913AAE	HP NNM iSPI for Perf 11K+/50 SW E-LTU
T4914AA	HP NNMi & Perf iSPI 50+/50 SW LTU
T4914AAE	HP NNMi & Perf iSPI 50+/50 SW E-LTU
T4915AA	HP NNMi & Perf iSPI 250+/50 SW LTU
T4915AAE	HP NNMi & Perf iSPI 250+/50 SW E-LTU
T4916AA	HP NNMi & Perf iSPI 1K+/50 SW LTU
T4916AAE	HP NNMi & Perf iSPI 1K+/50 SW E-LTU
T4917AA	HP NNMi & Perf iSPI 2K+/50 SW LTU
T4917AAE	HP NNMi & Perf iSPI 2K+/50 SW E-LTU
T4918AA	HP NNMi & Perf iSPI 3500+/50 SW LTU
T4918AAE	HP NNMi & Perf iSPI 3500+/50 SW E-LTU
T4919AA	HP NNMi & Perf iSPI 7K+/50 SW LTU
T4919AAE	HP NNMi & Perf iSPI 7K+/50 SW E-LTU
T4920AA	HP NNMi & Perf iSPI 11K+/50 SW LTU
T4920AAE	HP NNMi & Perf iSPI 11K+/50 SW E-LTU
T5597AA	HP NNM iSPI for Perf Unlimited SW LTU
T5597AAE	HP NNM iSPI for Perf Unlimited SW E-LTU
T5598AA	HP NNM iSPI for Perf Ultd NP SW LTU
T5598AAE	HP NNM iSPI for Perf Ultd NP SW E-LTU
T9553AA	HP NNM iSPI for Perf 50+/50 NP SW LTU
T9553AAE	HP NNM iSPI for Perf 50+/50 NP SW E-LTU
T9554AA	HP NNM iSPI for Perf 250+/50 NP SW LTU
T9554AAE	HP NNM iSPI for Perf 250+/50 NP SW E-LTU
T9555AA	HP NNM iSPI for Perf 1000+/50 NP SW LTU
T9555AAE	HP NNM iSPI Perf 1000+/50 NP SW E-LTU
T9556AA	HP NNM iSPI for Perf 2000+/50 NP SW LTU
T9556AAE	HP NNM iSPI Perf 2000+/50 NP SW E-LTU
T9557AA	HP NNM iSPI for Perf 3500+/50 NP SW LTU
T9557AAE	HP NNM iSPI Perf 3500+/50 NP SW E-LTU
T9558AA	HP NNM iSPI for Perf 7000+/50 NP SW LTU

© Copyright 2012 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

For more information, go to [www.managementsoftware.hp.com](http://www.managementsoftware.hp.com)



T9558AAE	HP NNM iSPI Perf 7000+/50 NP SW E-LTU
T9559AA	HP NNM iSPI for Perf 11K+/50 NP SW LTU
T9559AAE	HP NNM iSPI Perf 11K+/50 NP SW E-LTU
T9560AA	HP NNMi & Perf iSPI 50+/50 NP SW LTU
T9560AAE	HP NNMi & Perf iSPI 50+/50 NP SW E-LTU
T9561AA	HP NNMi & Perf iSPI 250+/50 NP SW LTU
T9561AAE	HP NNMi & Perf iSPI 250+/50 NP SW E-LTU
T9562AA	HP NNMi & Perf iSPI 1K+/50 NP SW LTU
T9562AAE	HP NNMi & Perf iSPI 1K+/50 NP SW E-LTU
T9563AA	HP NNMi & Perf iSPI 2K+/50 NP SW LTU
T9563AAE	HP NNMi & Perf iSPI 2K+/50 NP SW E-LTU
T9564AA	HP NNMi & Perf iSPI 3500+/50 NP SW LTU
T9564AAE	HP NNMi & Perf iSPI 3500+/50 NP SW E-LTU
T9565AA	HP NNMi & Perf iSPI 7K+/50 NP SW LTU
T9565AAE	HP NNMi & Perf iSPI 7K+/50 NP SW E-LTU
T9566AA	HP NNMi & Perf iSPI 11K+/50 NP SW LTU
T9566AAE	HP NNMi & Perf iSPI 11K+/50 NP SW E-LTU
TA096AA	HP NNMi, Perf, NET 50+/50 SW LTU
TA096AAE	HP NNMi, Perf, NET 50+/50 SW E-LTU
TA097AA	HP NNMi, Perf, NET 250+/50 SW LTU
TA097AAE	HP NNMi, Perf, NET 250+/50 SW E-LTU
TA098AA	HP NNMi, Perf, NET 1000+/50 SW LTU
TA098AAE	HP NNMi, Perf, NET 1000+/50 SW E-LTU
TA099AA	HP NNMi, Perf, NET 2000+/50 SW LTU
TA099AAE	HP NNMi, Perf, NET 2000+/50 SW E-LTU
TA100AA	HP NNMi, Perf, NET 3500+/50 SW LTU
TA100AAE	HP NNMi, Perf, NET 3500+/50 SW E-LTU
TA101AA	HP NNMi, Perf, NET 7000+/50 SW LTU
TA101AAE	HP NNMi, Perf, NET 7000+/50 SW E-LTU
TA102AA	HP NNMi, Perf, NET 11000+/50 SW LTU
TA102AAE	HP NNMi, Perf, NET 11000+/50 SW E-LTU
TA103AA	HP NNMi, Perf, NET Unlimited SW LTU
TA103AAE	HP NNMi, Perf, NET Unlimited SW E-LTU
TA104AA	HP NNMi, Perf, NET 50+/50 NP SW LTU

© Copyright 2012 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

For more information, go to [www.managementsoftware.hp.com](http://www.managementsoftware.hp.com)



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

May, 2012  
Page 6

TA104AAE	HP NNMi, Perf, NET 50+/50 NP SW E-LTU
TA105AA	HP NNMi, Perf, NET 250+/50 NP SW LTU
TA105AAE	HP NNMi, Perf, NET 250+/50 NP SW E-LTU
TA106AA	HP NNMi, Perf, NET 1000+/50 NP SW LTU
TA106AAE	HP NNMi, Perf, NET 1000+/50 NP SW E-LTU
TA107AA	HP NNMi, Perf, NET 2000+/50 NP SW LTU
TA107AAE	HP NNMi, Perf, NET 2000+/50 NP SW E-LTU
TA108AA	HP NNMi, Perf, NET 3500+/50 NP SW LTU
TA108AAE	HP NNMi, Perf, NET 3500+/50 NP SW E-LTU
TA109AA	HP NNMi, Perf, NET 7000+/50 NP SW LTU
TA109AAE	HP NNMi, Perf, NET 7000+/50 NP SW E-LTU
TA110AA	HP NNMi, Perf, NET 11000+/50 NP SW LTU
TA110AAE	HP NNMi, Perf, NET 11000+/50 NP SW E-LTU
TA111AA	HP NNMi, Perf, NET Unlimited NP SW LTU
TA111AAE	HP NNMi, Perf, NET Unlimited NP SW E-LTU

© Copyright 2012 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

For more information, go to [www.managementsoftware.hp.com](http://www.managementsoftware.hp.com)

05/2012.