



June 15, 2004

**HP OpenView IT/Operations 5.3 (ITO v5.3)  
Version Obsolescence Announcement**

Last year Hewlett-Packard (HP) announced the version obsolescence for HP OpenView IT/Operations (ITO) v5.3. This letter is being sent to our ITO v5.3 customers worldwide providing the most up-to-date ITO v5.3, and all superseded versions, end-of-support timeline. ITO v5.3 full support will end August 31, 2004 and maintenance support will end December 31, 2005. HP will continue to provide Self-Help Support (Knowledge-base) for ITO v5.3 until December 31, 2006.

The releases following ITO v5.3 were known as VantagePoint/Unix (VPO/UNIX) and OpenView Operations/Unix (OVO/UNIX). If you have already migrated to VPO/UNIX v6.x or OVO/UNIX v6.x or 7.x, please contact your local contract administrator so that HP can update your support contract records. If you have not migrated and need assistance, please contact us at [ask-encore@hp.com](mailto:ask-encore@hp.com) for fee based migration assistance service.

In order to meet your current and future system management needs, HP OpenView strongly suggests you move to the most recent version, OVO/UNIX 7.1. OVO/UNIX 7.1 provides support for current versions of supported operating systems and latest application software (SAP, ORACLE, etc). In addition, OVO/UNIX 7.1 provides integration with newer HP OpenView Products including NNM, Service Desk, and OV Performance. As a valued HP customer with a valid ITO 5.3 support contract, your upgrade coverage provides for a one-for-one replacement of your existing licenses with the most recent version.

Please refer to Appendix A for specific ITO 5.x product numbers affected by this announcement.

Hewlett-Packard is committed to help make this migration as smooth as possible. Your HP sales representative is available to provide product and program information at your request or you may contact us at [ask-encore@hp.com](mailto:ask-encore@hp.com).

Best Regards,

Todd DeLaughter  
HP Management Software Organization

## Appendix A: Part Numbers

<b>Product</b>	<b>ITO 5.x</b>
Mgmt. Server HP	B6931AA
Mgmt. Server NNM Upgr. HP	B6935AA
Mgmt. Server Sun	B6931DA
Mgmt. Server NNM Upgr. Sun	B6935DA
Mgmt. Server User Incr. HP	B6932AA
Mgmt. Server User Incr. Sun	B6932DA
Agent Tier 4	-
Agent Tier 3	B6936AA
Agent Tier 2	B6937AA
Agent Tier 1	B6938AA
Agent Tier 0	-
Desktop Agent	B6939AA
Multi-Vendor Agent	-
Developer's Toolkit	B6942AA
Service Navigator HP	B6933AA
Service Navigator Sun	B6933DA
ANSE – HP	B6944AA
ANSE – Sun	-
ECS – HP	J1264AA
ECS – Sun	J1265AA
Media HP-UX 10.x	B6940AA
Media HP-UX 11.x	B6940BA
Media Sun	B6940DA
Manuals HP-UX – English	B6941AA
Manuals HP-UX - Japanese	B6941AJ
Manuals Sun – English	B6941DA
Manuals Sun – Japanese	B6941DJ
Dev. Toolkit – Media	B6943AA
Dev. Toolkit – Manual	