



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

[www.hp.com](http://www.hp.com)

HP Support June 1, 2007

## HP OpenView Route Analytics Management System

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

Dear HP OpenView Customer,

Hewlett-Packard (HP) is announcing version discontinuance of HP OpenView Route Analytics Management System (RAMS) 3.5 and 4.0, effective as of the dates set forth below.

This letter is being sent to RAMS support customers worldwide, to inform you of our end of availability and 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 RAMS 3.5 and 4.0 version products. Please read below for key timelines and support options that are now available to you:

Activity	RAMS 3.5	RAMS 4.0
Customer Notification of Version Obsolescence	June 1, 2007	June 1, 2007
End of Sale	September 1, 2007	September 1, 2007
End of Support	December 31, 2008	June 30, 2008
End of Self Help Support	December 31, 2010	June 30, 2010

Please note that all RAMS 3.5 and 4.0 customers with active support contracts are eligible to upgrade to HP OpenView Route Analytics Management System version 5.0 as a "1 for 1" license upgrade.

While the RAMS 3.5 and 4.0 may continue to meet your immediate needs, HP recommends that all customers upgrade to HP OpenView Route Analytics Management System version 5.0.

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

### 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 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/managementsoftware/services](http://www.hp.com/managementsoftware/services)



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HP once again wishes to thank you for choosing Route Analytics Management System as your preferred Network services management software. We appreciate your business and look forward to continuing to serve your business needs in the future.

Sincerely,

HP Support

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

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## **Appendix A: Definitions**

This product version obsolescence is covered by version 4.2 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](http://www.hp.com/managementsoftware/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 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 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 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-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 (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 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.

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

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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.

#### APPENDIX B– End of availability RAMS Product List

Product #	Description
BA121CA	OV RAMS v3.5, 25-router pack LTU
BA122CA	OV RAMS v3.5, 100-router pack LTU
BA123CA	OV RAMS v3.5, Unlimited router pack LTU
BA124CA	OV RAMS 3.5 SPI for BGP LTU
BA125CA	OV RAMS 3.5 SPI for EIGRP LTU
BA126CA	OV RAMS 3.5 SPI for IS-IS LTU
BA127CA	OV RAMS 3.5 SPI for OSPF LTU
BA195CA	OV RAMS 3.5 SPI mBGP (unl) LTU
BA196CA	OV RAMS 3.5 View Server LTU
BA197CA	OV RAMS 3.5 SPI mBGP (25k) LTU
BA128CA	RAMS v3.5 Media
BA129CA	RAMS v3.5 Documentation, English
BA128DA	RAMS v4.0 Media
BA129DA	RAMS v4.0 Documentation, English
BA128DAE	RAMS v4.0 E-Media

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