



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

www.hp.com

HP Software Services November 1, 2007

HP Network Configuration Manager

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

Dear HP Software Customer,

Hewlett-Packard (HP) is announcing product discontinuance of HP Network Configuration Manager (NCM) software, effective as of the dates set forth below. This letter is being sent to HP NCM customers worldwide to inform you of our end of availability, end of support plans and migration options for affected platforms.

Obsolescence Program Background

HP recently completed the acquisition of Opware, a leading provider of software that automates the management of servers, network devices, storage and applications within data center environments.

The new HP Network Automation software (formerly Opware Network Automation System) provides the market's leading solution for Network Change and Configuration Management (NCCM). HP Software has decided to make the HP Network Automation software (NAS) the go-forward solution for network automation. Because of the decision to lead with HP Network Automation for network change and configuration management automation, the HP NCM products will enter obsolescence and migration programs.

End of Sale and End of Support

HP is committed to providing the highest level of customer care to you while you determine your future strategy for your HP NCM products. Please read below for key timelines and available support options.

Date	Program Activity
Nov 1, 2007	Customer announcement
Nov 1, 2007	End of Sale (no longer available for purchase)
May 1, 2009	End of Current Product Support
Nov 1, 2010	End of Self-Help Support

Migration Options and Details

HP will be offering an incentive to customers who want to migrate from HP NCM to the Opware Network Automation software (NAS) product. While the Network Configuration Manager HPUX, AIX and Solaris platforms may continue to meet your immediate needs, HP recommends that all customers select one of the following migration options as soon as possible. All affected Network Configuration Manager customers with active support contracts are eligible for the following migration options.



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Date	Program Activity
Nov 1, 2007	Device-for-Device HP Network Automation software license migration program begins
Apr 30, 2008	Device-for-Device HP Network Automation license migration program ends

Details of the migration options are as follows:

Device-for-Device license migration

The Device-for-device Migration Program provides customers with the following:

- Device-for-device migration of NCM managed network node licenses to HP Network Automation managed node licenses
- HP Operations Orchestration (formerly Opware Process Automation System) for integration with HP Network Automation software.

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

Please refer to attached Appendices A and B for term definitions and for the specific product numbers affected by this announcement.

HP once again wishes to thank you for choosing Network Configuration Manager as your preferred Network Automation software. We appreciate your business and look forward to continuing to serve your business needs in the future.

Sincerely,

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Appendix A: Definitions

This product version obsolescence is governed by version 4.2 of the support & obsolescence policy. Definitions of terms are provided by the HP 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 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 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 (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 Support contracts. Self-Help Support consists of web-based access to the online support Knowledge Base, which contains technical information for HP products including white papers, existing patches and known problems for a specific product version.

In some instances support for specific HP 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 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),

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adjacent/integrated application(s) or version(s) become unsupported by its developer, support for the affected HP 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.

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Appendix B: Affected Network Configuration Manager Product List

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Product #	Description
T4731AA	HP NCM Software LTU
T4731AAE	HP NCM 25DP 25-250 Dev E-LTU
T4732AA	HP NCM 25DP 251-1000Dev Software LTU
T4732AAE	NCM 25DP 251-1000 Dev E-LTU
T4733AA	HP NCM 25DP 1001-2500Dev Software LTU
T4733AAE	HP NCM 25DP 1001-2500 Dev E-LTU
T4734AA	HP NCM 25DP 2501-5000Dev Software LTU
T4734AAE	HP NCM 25DP 2501-5000 Dev E-LTU
T4735AA	HP NCM 25DP 5001-10000Dev Software LTU
T4735AAE	HP NCM 25DP 5001-10000 Dev E-LTU
T4736AA	HP NCM 25DP 10001-25000Dev Software LTU
T4736AAE	HP NCM 25DP 10001-25000 Dev E-LTU
T4737AA	HP NCM 25DP 25001-50000Dev Software LTU
T4737AAE	HP NCM 25DP 25001-50000 Dev E-LTU
T4738AA	HP NCM 25DP GT 50000Dev Software LTU
T4738AAE	HP NCM 25DP 50001+ Dev E-LTU
T4739AA	HP NCM SPI Ntwk Comp Rpt LTU
T4739AAE	HP NCM SPI Ntwk Comp Rpt E-LTU
T4740AA	HP NCM IM CiscoWorks RME Software LTU
T4740AAE	HP NCM IM CiscoWorks RME E-LTU
T4741AA	HP NCM IM Smarts InCharge Software LTU
T4741AAE	HP NCM IM Smarts InCharge E-LTU
T4742AA	HP NCM IM MM NetCool Software LTU
T4742AAE	HP NCM IM Micromuse NetCool E-LTU
T4743AA	HP NCM IM BMC Rmdy Hlp Dsk Software LTU
T4743AAE	HP NCM IM BMC Rmdy Hlp Desk E-LTU
T4744AA	HP NCM IM BMC Atrium CMDB Software LTU
T4744AAE	HP NCM IM BMC Atrium CMDB E-LTU
T4745AA	HP NCM IM BMC Svc Impct Mgr Software LTU
T4745AAE	HP NCM IM BMC Svc Impact Mgr E-LTU
T4746AA	HP NCM IM CA NSM Software LTU
T4747AA	HP NCM v3.52 Software Media
T4747BA	HP Network Config Mgr v3.6 Media
T4747CA	HP Network Config Mgr v3.61 Media
T4747CAE	HP Network Config Mgr v3.61 E-Media

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T4748AA	HP NCM v3.52 ENG Software Manual
T4748BA	HP Ntwk Config Mgr v3.6 Manuals Eng
T4748CA	HP Ntwk Config Mgr v3.61 Manuals Eng
T4749AA	HP NCM Integ Tlkt SDK/API Software LTU
T4749AAE	HP NCM Integration Toolkit SDK/API E-LTU

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Java™ is a US trademark of Sun Microsystems, Inc.

Linux is a U.S. registered trademark of Linus Torvalds

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