



# HP Software Network Management & Reporting Suite 7.5x Obsolescence Announcement

## Frequently Asked Questions

On October 1, 2011 HP announced the end of support dates for Network Management & Reporting Suite 7.5x.

This document provides answers to frequently asked questions regarding this announcement.

### Product related questions

*Question* When is HP discontinuing Network Management & Reporting Suite 7.5x?

*Answer* Effective October 1, 2011, HP is announcing the discontinuance of Network Management & Reporting Suite 7.5x. The suite product is no longer orderable. Instead, the separate NNM and PI products are orderable.

*Question* Why is HP discontinuing Network Management & Reporting Suite 7.5x?

*Answer* Both older versions of the 2 products contained within the suite, Network Node Manager 7.5x AE and Performance Insight 5.2x / 5.3x have been announced obsolete. For that reason, we are announcing obsolescence of the suite as well. This is in accordance with the HP Software Supported Version Policy 4.3. Definitions of terms are documented in the [HP Software product version obsolescence guidelines](#).

*Question* What product numbers are affected by this obsolescence?

*Answer* Please refer to Appendix B in the customer letter for the list of affected product numbers.

*Question* Can I still purchase additional licenses for Network Management & Reporting Suite 7.5x. If yes, how?

*Answer* Additional licenses may not be purchased for versions that are discontinued and past their end of sale date.

*Question* Do I need to request new license keys when upgrading to Network Node Manager i 9.10 and Performance Insight 5.41?

*Answer* Yes, you need new license keys for Network Node Manager i 9.10. Please visit the SSO portal at <http://support.openview.hp.com/>  
>> Downloads  
>> Case Manager

>> Submit a new case  
>> Type of case: NonTechnical/Business case  
>> Problem Category "Licensing"  
>> Select an SAID  
Description: Network Management & Reporting Suite migration.

You don't need new license keys for Performance Insight 5.41.

<i>Question</i>	What version of Network Management & Reporting Suite is currently available and what upgrade plans do you have for the product, if any?
<i>Answer</i>	The last version is 7.5x. Customers on active support will be entitled to the latest versions of the 2 products contained in the suite, Network Node Manager i 9.10 and Performance Insight 5.41. Please check the <a href="#">II Management Products</a> page or otherwise check with your local HP sales representative or HP software business partner for the latest information.
<i>Question</i>	Who can I contact if I have more questions with regards to this product discontinuance?
<i>Answer</i>	You have several options available to you: <ul style="list-style-type: none"><li>• Contact your local HP sales representative or your local HP software business partner: <a href="http://h20229.www2.hp.com/buy/index.html">h20229.www2.hp.com/buy/index.html</a></li><li>• <u>Web Self Solve:</u> <a href="http://www.hp.com/go/hpsupportsupport/">www.hp.com/go/hpsupportsupport/</a></li><li>• HP Technical Support: <a href="http://www.hp.com/go/hpsupportsupport/casemanager/submitcase">www.hp.com/go/hpsupportsupport/casemanager/submitcase</a></li></ul>
<i>Question</i>	What are the hardware requirements to upgrade to Network Node Manager i 9.10 and Performance Insight 5.41?
<i>Answer</i>	Hardware requirements will vary depending on your operating system, please review the appropriate System Requirements and Compatibility Matrix document or contact your local HP Sales Representative or HP Software Business Partner for further assistance.
<i>Question</i>	Where can I find upgrade information for Network Node Manager 7.5 AE and Performance Insight 5.2x & 5.3x?
<i>Answer</i>	Your local HP sales representative or HP Software Business Partner can help you get this information, alternatively please see the Customer Letter for further details.
<i>Question</i>	I plan to upgrade my Network Node Manager 7.5 AE and Performance Insight 5.2x & 5.3x environment using in-house technical resources. Where do I get all the required software?
<i>Answer</i>	All Network Management & Reporting Suite 7.5x support customers can download Network Node Manager i 9.10 and Performance Insight 5.41 media via 'My Updates'.
<i>Question</i>	What is the concurrent support time period?
<i>Answer</i>	There will be 6 months of concurrent support for getting migrated to Network Node Manager i 9.10. There will be 12 months of concurrent support for getting migrated to Performance Insight 5.41

## Support contract related questions

<i>Question</i>	What is the end of support date?
<i>Answer</i>	The End of Support date for Network Management & Reporting Suite 7.5x is December 31, 2012. As of this date all customer support activities for this version will cease, this includes: <ul style="list-style-type: none"> <li>• Telephone support</li> <li>• Security Rule updates</li> <li>• Product upgrades</li> </ul>
<i>Question</i>	Are there any other key dates I need to be aware of?
<i>Answer</i>	Please see Customer Letter page 1 for key dates.
<i>Question</i>	What are my discontinuance options?
<i>Answer</i>	Customers have the option to continue using Network Management & Reporting Suite 7.5x. HP will stop providing support for Network Node Manager 7.5 AE on December 31, 2012. Self-Help Support will continue to be available through Dec 31, 2014. HP will stop providing support for Performance Inisght 5.2x on March 31, 2013. Self-Help Support will continue to be available through March 31, 2015. HP will stop providing support for Performance Inisght 5.3x on September 30, 2013. Self-Help Support will continue to be available through September 30, 2015. Customers are encouraged to begin reviewing their business requirements for Network Node Manager 7.5 AE and Performance Insight 5.2x & 5.3x. Customers are also encouraged to contact their local HP Sales Representative or HP Software Business Partner for help in determining migration options that meet your business needs.
<i>Question</i>	Can I get a support contract for technical support only, without having to pay for upgrades?
<i>Answer</i>	No, support contracts include both technical support and software updates.
<i>Question</i>	Should there be a defect with a version of Network Node Manager 7.5 AE and Performance Insight 5.2x & 5.3x for which no defect fixing is done anymore, can I pay for a fix to be implemented on my request?
<i>Answer</i>	HP may choose to offer defect fixes at a premium price, depending on available resources.
<i>Question</i>	If I am on a support contract, what will I be entitled to?
<i>Answer</i>	You should have received a letter or electronic notification from HP to inform you about the availability of Network Node Manager i 9.10 and Performance Insight 5.41 for support customers, what license(s) you were entitled to under your support contract and how to sign up for it. Your local HP Sales and Support Representatives or your HP Software Business Partner can help provide information and assistance to enable your upgrade to be easy and successful.
<i>Question</i>	When I upgrade from Network Node Manager 7.5 AE and Performance Insight 5.2x & 5.3x to Network Node Manager i 9.10 and Performance Insight 5.41, can I continue my existing support contracts until they expire?
<i>Answer</i>	Yes, your support contract will be updated automatically at the next renewal time.
<i>Question</i>	When I upgrade from Network Node Manager 7.5 AE and Performance Insight 5.2x & 5.3x to Network Node Manager i 9.10 and Performance

	Insight 5.41, can I expect the same support pricing compared to Network Management & Reporting Suite 7.5x?
<i>Answer</i>	Not necessarily. Each product support price is determined independently.
<i>Question</i>	What migration services are available to help me upgrade?
<i>Answer</i>	<p>Your local HP sales representative or HP software business partner can help you get this information.</p> <p>The HP NNMi 9 Upgrade Service Offering from HP Software Professional Services is available to assist your smooth upgrade to the latest NNMi 9 version from NNM 7.x. The Upgrade Service was designed to help ensure that your adoption of NNMi is successful while accelerating your return on investment by providing an ideal blend of mentoring and real-life hands-on experience. The Upgrade Service provides installation, configuration migration and assistance and implementation documentation of the NNMi 9 software from a trained and experienced consultant.</p> <p>For additional information about the NNMi, the Upgrade Service and QuickStart Service, please visit the NNMi portal at:  <a href="http://h71028.www7.hp.com/enterprise/us/en/promo/nnmi/professional_services/index.html">http://h71028.www7.hp.com/enterprise/us/en/promo/nnmi/professional_services/index.html</a></p>
<i>Question</i>	What educational training packages are available for the Network Node Manager i 9.10 and Performance Insight 5.41?
<i>Answer</i>	Your local HP sales representative or HP software business partner can help you get this information.

### For more information

For more information on Network Node Manager i 9.10 and Performance Insight 5.41 and HP Software services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:

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

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

[www.hp.com/go/hpsoftwaresupport/support-lifecycle](http://www.hp.com/go/hpsoftwaresupport/support-lifecycle)

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

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