HP Network Node Manager 7.0x
Version Obsolescence Announcement
Frequently Asked Questions

On July 1, 2008, HP announced the version maturity, end of sale date and end of support dates for HP Network Node Manager (NNM) version 7.0x. This document provides you with answers to frequently asked questions regarding this announcement.

Product related questions	
Question	When is HP discontinuing this HP Network Node Manager 7.0x product?
Answer	Effective July 1, 2008, HP is discontinuing HP Network Node Manager version 7.0x. Current customers may continue to purchase additional copies of the Network Node Manager 7.0x products through September 1, 2008. As of this date, the product will be removed from HP's Corporate Price List and will no longer be orderable.
Question	What version of HP Network Node Manager is currently available and what upgrade plans do you have for the product, if any?
Answer	The latest version of HP Network Node Manager is version 8.0x. Please check www.hp.com/go/software (Products -> Products A-Z -> Network Node Manager) or otherwise check with your local HP sales representative or HP software business partner for the latest information.
Question	Why is HP discontinuing this HP Network Node Manager 7.0x product?
Answer	This is in accordance with the HP Software Supported Version Policy 4.2. Definitions of terms are documented in the HP Software product version obsolescence guidelines
Question	What product numbers are affected by this version maturity?
Answer	Please refer to Appendix B in the customer letter for the list of affected product numbers.
Question	What NNM Smart Plug-in versions are affected by this version maturity?
Answer	Please refer to Appendix C in the customer letter for the list of affected Smart Plug-in versions.
Question	When is the last date I can order HP Network Node Manager 7.0x?
Answer	HP Network Node Manager 7.0x will continue to be available for purchase to

current Network Node Manager customers through September 1, 2008. As of that date you will no longer be able to purchase additional copies of the product.

Question	Can I still purchase additional licenses for versions of HP Network Node Manager that are no longer covered by full support or maintenance support? If yes, how?
Answer	Additional licenses for these versions cannot be purchased after September 1, 2008.
Question	Whom can I contact if I have more questions with regards to this product discontinuance?
Answer	You have several options available to you: • Contact your local HP sales representative or your local HP software business partner: h20229.www2.hp.com/buy/index.html • Web Self Solve: www.hp.com/go/hpsoftwaresupport/ • HP Technical Support: www.hp.com/go/hpsoftwaresupport/casemanager/submitcase
Question	What are the hardware requirements to upgrade to HP Network Node Manager version 7.53?
Answer	Hardware requirements will vary depending on your operating system, please review the appropriate Release Notes, Installation Guide, and/or Migration Guide or otherwise contact your local HP sales representative or HP software business partner for further assistance.
Question	Where can I find upgrade information for the HP Network Node Manager product?
Answer	Information on upgrading from prior versions to Network Node Manager version 7.53 is included in the Network Node Manager version 7.53 product documentation. In addition to this, your local HP sales representative or HP software business partner can help you get this information.
Question	I plan to upgrade my HP Network Node Manager version 7.0 environment using in-house technical resources. Where do I get all the required software?
Answer	You can request the HP Network Node Manager version 7.53 media by sending or faxing in your pull letter you have received or by requesting or downloading the software via Software Update Manager (SUM). In case you do not have this information, please contact your local HP contract administration representative or your HP Software Services Integrator (SVI) partner to provide you with the HP Network Node Manager version 7.53 media. The release to be requested is labeled NNM753.
Question	I received this communication but I have already upgraded my HP Network Node Manager installation to version 7.53. Do I need to do anything?
Answer	Some or all of your support contracts might not have been updated to reflect your upgrade to HP Network Node Manager 7.53. Please get in touch with your local HP contract administration representative or your HP Software Services Integrator partner to have your support contracts updated.

Support contract related questions
Question   What is the end of support date?

Answer	The End of Support date is December 31, 2009. As of this date all customer support activities will cease, this includes: • Telephone support • Security Rule updates • Product upgrades
Question	Are there any other key dates I need to be aware of?
Answer	Please see Customer Letter, page 1 for the key dates.
Question	What are my discontinuance options?
Answer	Customers have the option to continue using HP Network Node Manager 7.0x. HP will stop providing Support for this product on December 31, 2009. Self-Help Support will continue to be available through December 31, 2011. Customers are encouraged to begin reviewing their business requirements for Network Node Manager. 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.
Question	How does this affect my HP Network Node Manager support contract?
Answer	Upon the End of Support date of HP Network Node Manager version 7.0x, your support contract will automatically be updated to reflect HP Network Node Manager version 7.53 product numbers. In case you haven't upgraded to HP Network Node Manager version 7.53 by this date, you can continue to get Self-Help Support for HP Network Node Manager version 7.0x until December 31, 2011.
Question	Can I get a support contract for technical support only, without having to pay for upgrades?
Answer	No, support contracts include both technical support and software updates.
Question	Should there be a defect with a version of HP Network Node Manager for which no defect fixing is done anymore, can I pay for a fix to be implemented on my request?
Answer	HP may choose to offer defect fixes at a premium price, depending on available resources.
Question	If I am on a support contract, what will I be entitled to?
Answer	You should have received a letter or electronic notification from HP to inform you about the availability of HP Network Node Manager version 7.53 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.
Question	When I upgrade from HP Network Node Manager version 7.0 to HP Network Node Manager version 7.53, can I continue my existing support contracts until they expire?
Answer	Yes, but your support contracts need to be updated as well. Please contact your local HP contract administration representative or HP Software Services Integrator (SVI) partner to get your support contract updated accordingly.
Question	When I upgrade from HP Network Node Manager version 7.0 to HP Network Node Manager version 7.53, can I expect the same support pricing compared to HP Network Node Manager version 7.0?
Answer	Not necessarily. Each product support price is determined independently.

Question	What migration services are available to help me upgrade?	4
Answer	HP Consulting & Integration or HP Software Business Partners can provide migration assistance as a services engagement. In addition, the product provides documentation for the migration process.	

For more information

For more information on Network Node Manager 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

www.hp.com/go/hpsoftwaresupport/

www.hp.com/go/hpsoftwaresupport/support-lifecycle

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