



HP OpenView Network Node Manager 6.4 and 6.41 obsolescence announcement frequently asked questions

In August, 2005, HP announced the version maturity, end of sale date and end of support dates for HP OpenView Network Node Manager (NNM) versions 6.4 and 6.41. This document provides you with answers to frequently asked questions regarding this announcement.

Product related questions

Question When is HP discontinuing this NNM product?

Answer Effective December 31, 2007, HP is discontinuing Network Node Manager 6.4 and 6.41. Current customers may continue to purchase additional copies of the NNM 6.4 and 6.41 products through September 30, 2006. As of this date, the product will be removed from HP's Corporate Price List and will no longer be orderable.

Question What product numbers are affected by this version discontinuance?

Answer Affected product numbers are listed at the end of this document.

Question When is the last date I can order HP Network Node Manager 6.4 or 6.41?

Answer HP Network Node Manager 6.4 and 6.41 will continue to be available for purchase to current HP Network Node Manager customers through September 30, 2006. After 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 Network Node Manager that are no longer covered by current product support? If yes, how?

Answer No, Network Node Manager cannot be purchased after the September 30, 2006, End of Sale date.

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 Network Node Manager was released is Network Node Manager 7.5. Please check www.hp.com/managementsoftware or otherwise

check with your local HP sales representative or HP software business partner for the latest information.

Question Who 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: www.hp.com/managementsoftware/buy
- Web Self Solve: www.hp.com/managementsoftware/services
- HP Technical Support:
- www.hp.com/managementsoftware/submit_call

Question What hardware requirements do I need to upgrade to Network Node Manager 7.5?

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 Network Node Manager product?

Answer Your local HP sales representative or HP software business partner can help you get this information.

Question I plan to upgrade my Network Node Manager 6.4x environment using in-house technical resources. Where do I get all the required software?

Answer In case you didn't request the Network Node Manager 7.5 media at the time you received the new release notification for that version, please make a request either from Software Update Manager, your local HP contract administration representative or your HP OpenView Services Integrator (SVI) partner to provide you with the Network Node Manager 7.5 media.

Question I received this communication but I have already upgraded my Network Node Manager 6.4x installation to version 7.5. Do I need to do anything?

Answer Some or all of your support contracts might not have been updated to reflect your upgrade to Network Node Manager 7.5. Please get in touch with your local HP contract administration representative or your HP OpenView 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, 2007. As of this date all customer support activities will cease, this includes:

- Telephone support
- Security Rule updates
- Product upgrades
- Software Support Online

Question Are there any other key dates I need to be aware of?

Answer Please see Appendix B of the Customer Letter mailed to all customers in August,

2005. A copy of the Customer Letter can be found at http://support.openview.hp.com/encore/nnm_64.jsp.

Question What are my discontinuance options?

Answer Customers have the option to continue using Network Node Manager. Customers are encouraged to begin reviewing your business requirements for HP 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 Network Node Manager support contract?

Answer Upon the End of Support date of Network Node Manager 6.4x, your support contract will automatically be updated to reflect Network Node Manager 7.5. In case you haven't upgraded to Network Node Manager 7.5 by this date, you can continue to get Self-Help Support for Network Node Manager 6.4x until December 31, 2009.

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 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 Network Node Manager 7.5, 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 Network Node Manager 6.4x to Network Node Manager 7.5, 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 OpenView Services Integrator (SVI) partner to get your support contract updated accordingly.

Question When I upgrade from Network Node Manager 6.4x to Network Node Manager 7.5, can I expect the same support pricing compared to the Network Node Manager 6.4x versions?

Answer Not necessarily. Each product support price is determined independently.

Affected Product Numbers

Product #	Description
J1242AB	HP NNM 250 Node Inc 6.4 Win2k/XP LTU
J1242UB	Upgd NNM 250 Node Inc to 6.4 2000/XP LTU
J1249AB	HP OV NNM 250 Node Incr 6.4 HP-UX LTU
J1253AB	HP Upgd 250 Node Incr to 6.4 HP-UX LTU
J1256AB	HP OV NNM 250 Node Incr 6.4 Solaris LTU
J1260AB	HP Upgd NNM 250 Node Inc to 6.4 Sol LTU
J5130BA	HP OV NNM 50 6.4 for Win 2K/XP Pro LTU
J5131BA	HP OV NNM 50 6.4 for HP-UX LTU
J5132BA	HP OV NNM 50 6.4 for Solaris LTU
J5310BA	HP OV NNM 6.4 Dev Toolkit for HP-UX LTU
J5311BA	HP OV NNM 6.4 Dev Toolkit Solaris LTU
J5312BA	HP OV NNM 6.4 Dev Toolkit Windows LTU
J5314BA	HP OV Upgd NNM 250 to 6.4 Windows LTU
J5314BJ	HP OV Upgd NNM 250 to 6.4 Win JPN LTU
J5315BA	HP OV NNM Enterprise 6.4 for HP-UX LTU
J5315BJ	HP OV NNM Enterprise 6.4 HP-UX JPN LTU
J5316BA	HP OV NNM 250 6.4 for HP-UX LTU
J5316BJ	HP OV NNM 250 6.4 for HP-UX JPN LTU
J5317BA	HP OV NNM Enterprise 6.4 for Solaris LTU
J5317BJ	HP OV NNM Enterprise 6.4 for Sol JPN LTU
J5320BA	HP OV NNM 250 6.4 for Solaris LTU
J5320BJ	HP OV NNM 250 6.4 for Sol JPN LTU
J5321BA	HP OV NNM Enterprise 6.4 for Windows LTU
J5321BJ	HP OV NNM Enterprise 6.4 for Win JPN LTU
J5322BA	HP OV NNM 250 6.4 for Windows LTU
J5322BJ	HP OV NNM 250 6.4 for Win JPN LTU
J5323BA	HP OV NNM 6.4 Manuals HP-UX, Sol, & Win
J5323BJ	HP OV NNM 6.4 Manuals UX, Sol, & Win JPN
J5324BA	HP OV NNM 6.4 & NNM ET 2.0 Media product
J5325BA	HP OV Upgd NNM Ent to Ent 6.4 Sol LTU
J5325BJ	HPOV Upgd NNM Ent to Ent 6.4 Sol JPN LTU
J5326BA	HP OV Upgd NNM Ent to 6.4 Windows LTU
J5326BJ	HP OV Upgd NNM Ent to 6.4 Win JPN LTU
J5327BA	HP OV Upgd NNM 250 to 6.4 Solaris LTU
J5327BJ	HP OV Upgrade NNM 250 to 6.4 Sol JPN LTU
J5328BA	HP Upgd NNM 250 6.x to Enterp 6.4 UX LTU
J5328BJ	HP Upg NNM 250 6.x to Ent 6.4 UX JPN LTU
J5329BA	HP Upgd NNM Ultd/Ent to 6.4 Ent HPUX LTU
J5329BJ	HP Upgd NNM Ent to 6.4 Ent UX JPN LTU
J5330BA	HP OV Upgd NNM 250 to 6.4 HP-UX LTU
J5330BJ	HP OV Upgd NNM 250 to 6.4 HP-UX JPN LTU
J5397BA	HP Upgd NNM 250 6.x to Ent 6.4 Sol LTU
J5397BJ	Upg NNM 250 6.x to Ent 6.4 Sol JPN LTU
J5398BA	HP Upgd NNM 250 6.x to Ent 6.4 Win LTU
J5398BJ	Upgd NNM 250 6.x to Ent 6.4 Win JPN LTU
J4518BA	HP OV CV 1.3 100 Cust. 2000/XP Prof. LTU
J4519BA	HP OV CV 1.3 Unlimited 2000/XP Prof. LTU

J4520BA	HP CV 1.3 200 Mgd Cust Bank 2000/XP LTU
J4521BA	HP OV CV 1.3 Upgrade 2000/XP Prof. LTU
J4522BA	HP OV CV 1.3 100 Cust. HPUX LTU
J4523BA	HP OV CV 1.3 Unlimited HPUX LTU
J4524BA	HP OV CV 1.3 200 Mgd Cust Bank HPUX LTU
J4525BA	HP OV CV 1.3 Upgrade HPUX LTU
J4526BA	HP OV CV 1.3 100 Cust. Solaris LTU
J4527BA	HP OV CV 1.3 Unlimited Solaris LTU
J4528BA	HP OV CV 1.3 200 Mgd Cust Bank Sol. LTU
J4529BA	HP OV CV 1.3 Upgrade Solaris LTU
J5303CA	HP OV NNM Extd Top 250 2.0 UX LTU
J5304CA	HP NNM Ext Top 250 Nd Incr 2.0 UX LTU
J5305CA	HP OV NNM Extd Top 250 2.0 Solaris LTU
J5306CA	HP NNM Ext Top 250 Nd Incr 2.0 Sol LTU
J4790AA	HP OV NNM SPI for Frame Relay,LTU
J1245AA	HP OV NNM SPI for IP Multicast HPUX, LTU
J1246AA	HP OV NNM SPI for IP Multicast Sun, LTU
J5136AA	OV Problem Diagnosis 1.1 media, English
J5136AJ	OV Problem Diagnosis 1.1 media, Japanese
J5137AA	OV Problem Diagnosis, LTU

For more information

For more information on HP OpenView 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/managementsoftware/products

www.hp.com/managementsoftware/services

www.hp.com/managementsoftware/support-lifecycle

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For more information, go to www.managementsoftware.hp.com

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