



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

HP Support December 2010

## Operations Manager on Unix 8.x

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

Dear HP Software Customer,

Hewlett-Packard (HP) is announcing version obsolescence of Operations Manager on Unix 8.x effective as of the dates set forth below. This obsolescence includes both HP-UX and Solaris versions of HP Operations Manager on Unix 8.x.

This letter is for Operations Manager on Unix 8.x support customers worldwide, to inform you of our 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 Operations Manager on Unix 8.x products. Please read below for key timelines and support options that are now available to you:

Date	Program Activity
December 1, 2010	Product discontinuance announced
February 1, 2011	End of sale (no longer orderable or available for purchase)
November 30, 2012	End of Support
November 30, 2014	End of Self-Help Support

Please note that all Operations Manager on Unix 8.x customers with active support contracts are eligible to upgrade to the latest version, Operations Manager on Unix 9.1x, as a license upgrade.

Also note that Operations Manager on Unix 9.x does not support the Unix or Windows OS Smart Plug-ins (SPI) that ship with Operations Manager on Unix 8.x. Therefore, UNIX OS SPI version A.03.56 and WIN OS SPI A.08.80 will co-terminate support with the obsolescence of Operations Manager on Unix 8.x. The System and Cluster Infrastructure Smart Plug-in components of the Infrastructure Smart Plug-in Series replaces the OS SPIs. These Infrastructure Smart Plug-in components are available with the Operations Manager on Unix 9.x media set.

While these Operations Manager on Unix 8.x versions may continue to meet your immediate needs, HP recommends that all customers upgrade to Operations Manager on Unix 9.1x.

Please refer to attached Appendix A for definition of terms for product obsolescence and Appendix B for the list of affected Operations Manager on Unix 8.x product numbers.



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

HP once again wishes to thank you for choosing Operations Manager on Unix. We appreciate your business and look forward to continuing to serve your business needs in the future.

Sincerely,

HP Software Services

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12/2010.



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## **APPENDIX A: Definitions**

This product version obsolescence is covered by version 4.3 of the support & obsolescence policy. Definitions of terms are provided by the HP Software product version obsolescence documented at:

[www.hp.com/go/hpsupportsupport/support-lifecycle](http://www.hp.com/go/hpsupportsupport/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 Software 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 Software 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 Software Support contracts. Self-Help Support consists of web-based access to the online support Knowledge Base, which contains technical information for HP Software products including white papers, existing patches and known problems for a specific product version.

In some instances support for specific HP Software 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 Software 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 the affected HP Software 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

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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: Affected product SKUs

Product Number	Product Description
B7405AA	HP Ops/Perf Mgr HP-UX Software LTU
B7405AAE	HP Ops/Perf Mgr HP-UX Software ELTU
B7405DA	HP Ops/Perf Mgr Sol Software LTU
B7405DAE	HP Ops/Perf Manager Sol Software E LTU
B7406AA	HP Operations Mgr HP-UX Software LTU
B7406AAE	HP Operations Mgr HP-UX Software ELTU
B7406DA	HP Operations Mgr Sol Software LTU
B7406DAE	HP Operations Mgr Sol Software ELTU
B7409AA	HP Ops Mgr UX Up from NNM Software LTU
B7409AAE	HP Ops Mgr UX Up from NNM Software ELTU
B7409DA	HP Ops Mgr Sol Up from NNM Software LTU
B7409DAE	HP Ops Mgr Sol Up from NNM Software ELTU
B7410AA	HP Ops Mgr UX Up from NNM Software LTU
B7410AAE	HP Ops Mgr HP-UX Upg from NNM SW E LTU
B7410DA	HP Ops Mgr Sol Up from NNM Software LTU
B7410DAE	HP Ops Mgr Sol Up from NNM Software ELTU
B7411AA	HP Ops Mgr Dev Kit Software LTU
B7411AAE	HP Ops Mgr Dev Kit Software ELTU
B7490CA	HP Ops/Perf 8.x for HP-UX Software Media
B7490CAE	HP Ops/Perf 8.x HP-UX Software Emedia
B7490FA	HP Ops/Perf 8.x Sol Software Media
B7490FAE	HP Ops/Perf 8.x Sol Software EMedia
B7491CA	HP Ops/Perf 8x UX Eng Software Manual
B7491CJ	HP Ops/Perf 8x UX JPN Software Manual
B7491CK	HP Ops/Perf 8x UX KOR Software Manual
B7491CS	HP Ops/Perf 8x UX SCH Software Manual
B7491FA	HP Ops/Perf 8x Sol Eng Software Manual
B7491FJ	HP Ops/Perf 8x Sol JPN Software Manual
B7491FK	HP Ops/Perf 8x Sol KOR Software Manual
B7491FS	HP Ops/Perf 8x Sol SCH Software Manual
B7492CA	HP Ops Mgr 8.x Dev Kit Software Media
B7492CAE	HP Ops Mgr 8.x Dev Kit Software EMedia
BB191AA	HP Ops Mgr HP-UX Mgmt Svr NP FO SW LTU
BB191AAE	HP Ops Mgr HP-UX Mgmt Svr NP FO SW E-LTU

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BB191DA	HP Ops Mgr Sol Mgmt Svr NP FO SW LTU
BB191DAE	HP Ops Mgr Sol Mgmt Svr NP FO SW E-LTU
BB192AA	HP Ops/Perf Mgr HP-UX NP FO SW LTU
BB192AAE	HP Ops/Perf Mgr HP-UX NP FO SW E-LTU
BB192DA	HP Ops/Perf Mgr Sol NP FO SW LTU
BB192DAE	HP Ops/Perf Mgr Sol NP FO SW E-LTU
BB194AA	HP Ops Mgr HP-UX Mgmt Svr NP DV SW LTU
BB194AAE	HP Ops Mgr HP-UX Mgmt Svr NP DV SW E-LTU
BB194DA	HP Ops Mgr Sol Mgmt Svr NP DV SW LTU
BB194DAE	HP Ops Mgr Sol Mgmt Svr NP DV SW E-LTU
BB195AA	HP Ops/Perf Mgr HP-UX NP DV SW LTU
BB195AAE	HP Ops/Perf Mgr HP-UX NP DV SW E-LTU
BB195DA	HP Ops/Perf Mgr Sol NP DV SW LTU
BB195DAE	HP Ops/Perf Mgr Sol NP DV SW E-LTU

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