



Hewlett-Packard Company  
690 East Middlefield Road  
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[www.hp.com](http://www.hp.com)

HP Software Global Business Unit August 29, 2005

## HP OpenView Operations 7.x for UNIX® and HP OpenView Advanced Security 7.x

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

Dear HP OpenView Customer,

Hewlett-Packard (HP) is announcing version discontinuance of HP OpenView Operations 7.x for UNIX® (OVO/UNIX) and product discontinuance plans for HP OpenView Advanced Security (OVAS) 7.x, effective as of the dates set forth below.

This letter is being sent to OVO/UNIX 7.x and OVAS 7.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 OVO/UNIX 7.x and OVAS 7.x products. Please read below for key timelines and support options that are now available to you:

Date	Program Activity
August 29, 2005	Version Obsolescence announced
October 31, 2006	OVAS 7.x End of Sale (no longer orderable or available for purchase)
December 31, 2007	End of Current Product Support for OVO/UNIX 7.x and OVAS 7.x
December 31, 2009	End of Self-Help Support for OVO/UNIX 7.x and OVAS 7.x

With the end of support for OVO/UNIX 7.x, it will also no longer be supported to use OVO/UNIX 7.x DCE agents with an OVO/UNIX 8.x management server. Please note that not all operating system platforms and versions supported by OVO/UNIX 7.x DCE agents are, or will be, supported with OVO/UNIX 8.x HTTPS agents. OVO/UNIX 7.x customers should check the support matrix for details of what operating system versions are supported by HTTPS agents prior to planning their migration

Please note that all OVO/UNIX 7.x customers with active support contracts are eligible to upgrade to OVO/UNIX 8.1 as a "1 for 1" license upgrade. OVO/UNIX 7.x customers with a need for additional licenses for version 7.x can purchase OVO/UNIX 8.1 licenses, since these apply to version 7.x too. Use of OVO/UNIX 9.x will likely also be an option, given that this version is planned to be available prior to end of support for OVO/UNIX 7.x. However, the technical migration process will only be supported between subsequent versions of OVO/UNIX.

While OVO/UNIX 7.x and OVAS 7.x may continue to meet your immediate needs, HP recommends that all customers upgrade to at least OVO/UNIX 8.1 before we end Current Product Support.



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Please refer to attached Appendices A, B and C for OVO/UNIX 7.x and OVAS 7.x supportability matrix, definition of terms for product obsolescence and specific product numbers affected by this announcement, respectively.

#### **Network Node Manager 6.4x Information**

In a separate announcement, HP is announcing End of Sale and End of Support dates for HP OpenView Network Node Manager (NNM) 6.4x and associated products. To understand how this affects you as a OVO/UNIX 7.x customer, please see the obsolescence announcement for NNM 6.4x on Software Support Online at [www.hp.com/managementsoftware/support-lifecycle](http://www.hp.com/managementsoftware/support-lifecycle)

#### **Service Navigator Value Pack 7.1 Information**

In another separate announcement, HP is announcing the End of Support dates for HP OpenView Service Navigator Value Pack (SNVP) 7.1. To understand how this affects you as a OVO/UNIX 7.x customer, please see the obsolescence announcement for SNVP 7.1 on Software Support Online at [www.hp.com/managementsoftware/support-lifecycle](http://www.hp.com/managementsoftware/support-lifecycle)

#### **For more information**

A Frequently Asked Questions (FAQ) document about this obsolescence is available from [www.hp.com/managementsoftware/support-lifecycle](http://www.hp.com/managementsoftware/support-lifecycle). 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, company name, country, phone number, 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](http://www.hp.com/managementsoftware/services)

HP once again wishes to thank you for choosing HP OpenView Operations for UNIX and HP OpenView Advanced Security as your preferred System Management software solution. 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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### Appendix A: Supportability Matrix

Product	Platform	Migration path
OVO/UNIX 7.x	Solaris 7, 8, 9	OVO/UNIX 8.x or 9.x (once available)
OVO/UNIX 7.x	HP-UX 11, 11.11, 11.23	OVO/UNIX 8.x or 9.x (once available)
OVAS 7.x	Solaris 7, 8	No replacement product <sup>1</sup>
OVAS 7.x	HP-UX 11, 11.11, 11.23	No replacement product <sup>1</sup>

<sup>1</sup> Secure communication is available for OVO/UNIX 8.x and OVO/UNIX 9.x (once available) via HTTPS-based communication, as part of the core product. Rollout of HTTPS-based communication between all OVO/UNIX components (agent, server, UI) is planned to be completed by early 2006. OVAS customers should check details of HTTPS-based communication within OVO/UNIX prior to planning their migration.

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## **Appendix B: Definitions**

This product version obsolescence is covered by version 2.3 of the support & obsolescence policy. Definitions of terms are provided by the HP OpenView product version obsolescence documented at: [www.hp.com/managementsoftware/support-lifecycle](http://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 OpenView 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 OpenView investigates all problems and issues raised for products covered under Current Product Support, customers may be required to install the most current version or patches as part of the troubleshooting process. Current Product Support includes Self-Help Support.

Version Maturity may apply to specific versions of HP OpenView 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 Current Product Support Date\***

Official last day to receive Current Product Support for a specific product/product version.

### **Self-Help Support**

Self-Help Support is an integral component of all HP OpenView Support contracts. Self-Help Support consists of web-based access to the online support Knowledge Base, which contains technical information for HP OpenView products including white papers, existing patches and known problems for a specific product version.

\* Some customers may be familiar with the term "End of Support (EOS) Date", which was formerly used in descriptions of HP OpenView's obsolescence policy. That term itself is now obsolete having been replaced by "End of Current Product Support Date".

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### Appendix C: End of availability OVO/UNIX 7.x / OVAS 7.x Product List

Product #	Description
B7405AA	HP OpenView Ops/Perf Manager HP-UX LTU *
B7405DA	HP OpenView Ops/Perf Manager Solaris LTU *
B7406AA	OVO Manager for HP-UX, LTU *
B7406DA	OVO Manager for Solaris, LTU *
B7409AA	OVOP Mgr for HP-UX Upg from NNM, LTU *
B7409DA	OVOP Mgr for Solaris Upg from NNM, LTU *
B7410AA	OVO Mgr for HP-UX Upg from NNM, LTU *
B7410DA	OVO Mgr for Solaris Upg from NNM, LTU *
B7412BA	HP OV Ops Advanced Security 7.X HPUX LTU
B7412EA	HP OV Ops Advanced Security 7.X Sol. LTU
B7490BA	HP OV Ops/Perf 7.X for HP-UX Media
B7490EA	HP OV Ops/Perf 7.x for Solaris Media
B6491BA	HP OV Ops/Perf 7.x for HP-UX Manuals ENG
B7491BJ	HP OV Ops/Perf 7.x for HP-UX Manuals JPN
B7491EA	HP OV Ops/Perf 7.x for Sol. Manuals ENG
B7491EJ	HP OV Ops/Perf 7.x for Sol. Manuals JPN
B7492BA	HP OV Oper 7.X Developer's Toolkit Media

\* This product number covers both OVO/UNIX 7.x and OVO/UNIX 8.x.

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