



HP OpenView Operations 7.x for UNIX® and HP OpenView Advanced Security 7.x obsolescence announcement frequently asked questions

In August 2005, HP announced the end of sale date and end of support dates for HP OpenView Operations 7.x for UNIX® and HP OpenView Advanced Security 7.x. This document provides you with answers to frequently asked questions regarding this announcement.

Product related questions

Question When is HP discontinuing OpenView Operations 7.x for UNIX® and HP OpenView Advanced Security 7.x product?

Answer Effective December 31, 2007, HP is discontinuing OpenView Operations 7.x for UNIX® and HP OpenView Advanced Security 7.x. Current HP OpenView Advanced Security 7.x customers may continue to purchase additional copies of the product through October 31, 2006. As of this date, HP OpenView Advanced Security 7.x will be removed from HP's Corporate Price List and will no longer be orderable.

Question What product numbers are affected by this discontinuance ?

Answer

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

Question When is the last date I can order OpenView Operations 7.x for UNIX® and HP OpenView Advanced Security 7.x?

Answer HP OpenView Advanced Security 7.x will continue to be available for purchase to current HP OpenView Advanced Security 7.x customers through October 31, 2006. After that date you will no longer be able to purchase additional copies of the product. HP OpenView Operations 7.x for UNIX® customers with a need for additional licenses for version 7.x can purchase HP OpenView Operations 8.1 for UNIX® licenses, since these apply to version 7.x too.

Question Can I still purchase additional licenses for versions of HP OpenView Operations 7.x for UNIX® and HP OpenView Advanced Security 7.x that are no longer covered by full support or maintenance support? If yes, how?

Answer No additional licenses for HP OpenView Advanced Security 7.x can be purchased after October 31, 2006. No Additional media or manuals for HP OpenView Operations 7.x for UNIX® can be purchased after October 31, 2006, however HP OpenView Operations 7.x for UNIX® customers with a need for additional licenses for version 7.x can purchase HP OpenView Operations 8.1 for UNIX® licenses, since these apply to version 7.x too

Question What version of HP OpenView Operations for UNIX® is currently available and what upgrade plans do you have for the product, if any?

Answer The latest version of HP OpenView Operations for UNIX® is version 8.10 and was released in November 2004. Please check www.hp.com/managementsoftware (Products -> Products A-Z -> HP OpenView Operations for UNIX®) 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 are the hardware requirements to upgrade to HP OpenView Operations for UNIX® version 8.10 ?

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 OpenView Operations 7.x for UNIX® product?

Answer Your local HP sales representative or HP software business partner can help you get this information, alternatively please see the Customer for further details.

Question I plan to upgrade my HP OpenView Operations 7.x for UNIX® environment using in-house technical resources. Where do I get all the required software?

Answer In case you didn't request the HP OpenView Operations 8.10 for UNIX® 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 HP OpenView Operations 8.1 for UNIX® media. The release to be requested is labeled OVOU81 and can be requested until December 31, 2005.

Question I received this communication but I have already upgraded my HP OpenView Operations 7.x for UNIX® installation to version 8.0 or 8.10. 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 OpenView Operations 8.x for UNIX®. 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

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

Answer Please see Customer Letter, End of Sale / End of Support section.

Question What are my discontinuance options?

Answer Customers have the option to continue using of HP OpenView Operations 7.x for UNIX® and HP OpenView Advanced Security 7.x. HP will stop providing Support for these products on December 31, 2007. Self-Help Support will continue to be available through December 31, 2009. Customers are encouraged to begin reviewing their business requirements for of HP OpenView Operations 7.x for UNIX® and HP OpenView Advanced Security 7.x. 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 OpenView Operations 7.x for UNIX® and HP OpenView Advanced Security 7.x support contract?

Answer Upon the End of Support date of HP OpenView Operations 7.x for UNIX® and HP OpenView Advanced Security 7.x your support contract will automatically be updated to reflect HP OpenView Operations 8.x for UNIX®. HP OpenView Advanced Security 7.x will be removed from support contracts on, or prior to, this date. In case you haven't upgraded to HP OpenView Operations 8.x for UNIX® by this date, you can continue to get Self-Help Support for HP OpenView Operations 7.x for UNIX® and HP OpenView Advanced Security 7.x 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 HP OpenView Operations 7.x for UNIX® or HP OpenView Advanced Security 7.x 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 OpenView Operations 8.x for UNIX® 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 OpenView Operations 7.x for UNIX® to HP OpenView Operations 8.x for UNIX®, 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 HP OpenView Operations 7.x for UNIX® to HP OpenView Operations 8.x for UNIX®, can I expect the same support pricing compared to HP OpenView Operations 7.x for UNIX® ?

Answer Not necessarily. Each product support price is determined independently

For more information

For more information on HP OpenView Operations 8.x for UNIX® 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

UNIX is a registered trademark of the Open Group.

© Copyright YYYY Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

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

MM/YYYY. Printed in the U.S.

