



Obsolescence announcement

Frequently Asked Questions

HP OSS TeMIP ATNI (Advanced TeMIP NNM Integration) V5.4

<i>Question</i>	When is HP discontinuing HP OSS ATNI (Advanced TeMIP NNM Integration) V5.4?
<i>Answer</i>	The discontinuance of HP NNM V7.5x announced on May 1, 2010 has triggered the End-of-Sale date for ATNI V5.4. Existing customers have been informed by their local sales representative about the End of Support Date for NNM V7.5x (http://support.openview.hp.com/pdf/nnm7.5x_and_spis_customer_letter.pdf) and HP OSS is sharing End Of Support date for ATNI V5.4 on September 30 th 2014.
<i>Question</i>	Why is HP discontinuing HP OSS ATNI 5.4x?
<i>Answer</i>	Because NNM V7.4x has been discontinued and ATNI V5.4 does not support NNM V7.4x.
<i>Question</i>	What is the End-of-Support date for HP OSS ATNI 5.4x?
<i>Answer</i>	“Standard support” for ATNI V5.4 will terminate on Dec 31st, 2014 (=End of Self-Help Support for NNM 7.5x). As of these dates all customer support activities will cease, this includes: <ul style="list-style-type: none">•Telephone support•Product upgrades and migrations
<i>Question</i>	What are my discontinuance options?
<i>Answer</i>	Customers are encouraged to migrate to NNMi V9.2 or V10 and ATNI V6.0 or later version. Customers must double check the current ATNI supported configurations (exact NNMi versions & mandatory patches). Customers must contact their local HP CMS sales representative for help in determining migration options that meet their business needs.
<i>Question</i>	What product numbers are affected?
<i>Answer</i>	No product numbers are affected. Same product number is valid for both TeMIP ATNI V5.4 and ATNI V6.x products.
<i>Question</i>	Whom can I contact if I have more questions with regards to this product discontinuance?
<i>Answer</i>	Please contact your Local CMS Sales representative.
<i>Question</i>	I received this communication but I am not using the HP OSS ATNI V5.4. Do I need to do anything?
<i>Answer</i>	No, nothing to do but we recommend you to double check the rest of your solution components. Make sure you are not using any discontinued product. All OSS Assurance obsolescence information is available on http://support.openview.hp.com/encore/cms-products.jsp
<i>Question</i>	Are there any other key dates I need to be aware of?
<i>Answer</i>	Support extensions can be proposed under specific conditions, please contact your local CMS sales representative.
<i>Question</i>	Should there be a defect with a version of the discontinued software for ATNI V5.4 which no defect fixing is done anymore, can I pay for a fix to be implemented on my request?
<i>Answer</i>	HP may choose to offer defect fixes at a premium price, depending on the feasibility and available resources.
<i>Question</i>	If I am on a support contract, what will I be entitled to?
<i>Answer</i>	You should have received a notification from your local HP CMS sales and support representatives who can help provide information and assistance to enable your upgrade to be easy and

	successful.
<i>Question</i>	What migration services are available to help me migrate?
<i>Answer</i>	HP CMS Solution Services can provide migration assistance as a services engagement.

For more information please contact you HP CMS Sales representative.

If you do not have a current HP CMS Sales representative, please contact HP TeMIP Product Management (temip-product-management@hp.com).

Respectfully,

Philippe Tabone and Dutta Biswadeb

HP OSS TeMIP Product Management
HP Communications and Media Solutions

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