HP OpenView Operations 6.x for UNIX®
Obsolescence announcement
Frequently asked questions

On January 17, 2005, HP announced the version maturity, end of sale date and end of support dates for HP OpenView Operations 6.x for UNIX® . This document provides you with answers to frequently asked questions regarding this announcement.

Product related questions	
Question	When is HP discontinuing the HP OpenView Operations 6.x for UNIX product?
Answer	Effective January 17, 2005, HP is discontinuing HP OpenView Operations 6.x for UNIX. Current customers may continue to purchase additional copies of HP OpenView Operations 6.x for UNIX product through March 31, 2005. As of this date, the product will be removed from HP's Corporate Price List and will no longer be orderable.
Question	Why is HP discontinuing the HP OpenView Operations 6.x for UNIX product?
Answer	In line with our obsolescence guidelines, this product is discontinued because newer versions have since been released.
Question	What product numbers are affected by this discontinuance?

Answer

Product #	Description
B7412AA	OVO Advanced Security 6.x, HP-UX, LTU
B7412DA	OVO Advanced Security 6.x, Solaris, LTU
B7413AA	OVO Service Navigator, HP-UX, LTU
B7413DA	OVO Service Navigator, Solaris, LTU
B7433AA	OVOP Upgrade Agent Tier 3, LTU
B7434AA	OVOP Upgrade Agent, Tier 2, LTU
B7435AA	OVOP Upgrade Agent Tier 1, LTU
B7436AA	OVOP Upgrade Agent, Desktop, LTU
B7437AA	OVOP Upgrade Agent, ManageX, LTU
B7490AA	OVOP 6.x for HP-UX, Media
B7490DA	OVOP 6.x for Solaris, Media
B7491AA	OVOP 6.x for HP-UX, Manuals, ENG
B7491AJ	OVOP 6.x for HP-UX, Manuals, JPN
B7491DA	OVOP 6.x for Solaris Manuals, ENG
B7491DJ	OVOP 6.x for Solaris, Manuals, JPN
B7492AA	OVO 6.x Developer's Toolkit Media/man
J5119AA	HPOV Telecom Extensions Operations Media

Question	When is the last date I can order HP OpenView Operations 6.x for UNIX?
Answer	HP OpenView Operations 6.x for UNIX will continue to be available for purchase to current HP OpenView Operations 6.x for UNIX customers through March 31, 2005. 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 HP OpenView Operations for UNIX that are no longer covered by full support or maintenance support? If yes, how?
Answer	HP OpenView Operations 6.x for UNIX will be available to purchase additional licenses through March 31, 2005.
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 (8.1) was released in November 2004. 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 • HP Software discontinuance regional contact: ask-encore@hp.com
Question	What hardware requirements do I need to upgrade to HP OpenView Operations 8.1 for UNIX?
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 HP OpenView Operations 6.x for UNIX product?
Answer	Your local HP sales representative or HP software business partner can help you get this information.
Question	I plan to upgrade my HP OpenView Operations 6.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 8.1 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. These requests can be placed until March 31, 2005.
Question	I received this communication, but I have already upgraded my HP OpenView Operations 6.x for UNIX installation to version 7.10 or 8.1. 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 7.x/8.1 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.

If you do not have a defined HP contact, please request the upgrade by sending an e-mail to ask-encore@hp.com.

Support contract related questions

Question	What is the end of support date?
Answer	The End of Support date is December 31, 2006. As of this date all customer support activities will cease, this includes: • Telephone support • Security Rule updates • Product upgrades • Software Support Online Note that End of Self-Help Support is December 31, 2007.
Question	Are there any other key dates I need to be aware of?
Answer	

Date	Program Activity
January 17, 2005	Version obsolescence announced
March 31, 2005	End of Sale (no longer orderable or available for purchase)
December 31, 2005	End of Full Support
December 31, 2006	End of Maintenance Suppport
December 31, 2007	End of Self-Help Suppport

Question	What are my discontinuance options?
Answer	Customers have the option to continue using HP OpenView Operations 6.x for UNIX. HP will stop providing Maintenance Support for this product on December 31, 2006. Self-Help Support will continue to be available through December 31, 2007. Customers are encouraged to begin reviewing your business requirements for HP OpenView Operations 6.x for UNIX. 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	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 for UNIX 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 8.1 for UNIX, 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 6.x for UNIX to HP OpenView Operations 8.1 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 6.x for UNIX to HP OpenView Operations 8.1 for UNIX, can I expect the same support pricing compared to HP OpenView Operations 6.x for UNIX?
Answer	Support prices of these versions do not differ. However, it could be that when you renew your support contract, some prices will change due to other price changes that are not directly related to the products.
Question	What does the move from Full Support to Maintenance Support mean to me?
Answer	You will still be able to get technical support. To resolve any problem with the already mature product, the HP support team will rely on existing patches and solutions and will provide workarounds where required. For a formal definition of the different support types, please visit: www.hp.com/managementsoftware/obsolete.

For more information

For more information on HP OpenView Operations 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/encore

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