HP OpenView Product Division   January 17, 2005

HP OpenView Operations 6.x for UNIX
HP OpenView Advanced Security 6.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 6.x for UNIX (OVOU, formerly called VantagePoint Operations) versions and HP OpenView Advanced Security (OVAS) 6.x versions effective as of the dates set forth below.

This letter is being sent to OVOU 6.x and OVAS 6.x customers worldwide, to inform you of our end of availability and 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 OVOU 6.x and OVAS 6.x products. Please read below for key timelines and support options that are now available to you:

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 Support

Please note that all OVOU 6.x and OVAS 6.x customers with active support contracts are eligible to upgrade to HP OpenView Operations 8.1 for UNIX and HP OpenView Advanced Security 7.1, respectively, as a "1 for 1" license upgrade.

While OVOU 6.x and OVAS 6.x may continue to meet your immediate needs, HP recommends that OVOU 6.x customers upgrade to HP OpenView Operations 8.1 and that OVAS 6.x customers upgrade to HP OpenView Advanced Security 7.1 running on HP OpenView Operations 7.x for UNIX.

Please refer to attached Appendices A, B and C for OVOU 6.x and OVAS 6.x supportability matrix, definition of terms for product obsolescence and specific product numbers affected by this announcement, respectively.

For more information

January 17, 2005

Page 2

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, or you can contact us directly via e-mail at ask-encore@hp.com. When providing information, please include your name, country, company name, phone number, product number and HP Support System Handle.

In addition, for technical assistance and information, please visit Software Support Online: www.hp.com/managementsoftware/services

HP once again wishes to thank you for choosing HP OpenView Operations for UNIX and/or HP OpenView Advanced Security as your preferred Systems Management solution(s). We appreciate your business and look forward to continuing to serve your business needs in the future.

Sincerely,

HP Management Software Organization

APPENDIX A - Supportability Matrix

Product	Management Platform	Migration path
OVOU 6.0	Solaris 2.6, 7, 8 HP-UX 10.20, 11.0	OVOU 8.x on Solaris 8 or 9 OVOU 8.x on HP-UX 11.0 or 11.11
OVAS 6.x	Solaris 2.6, 7 HP-UX 10.20, 11.0	OVAS 7.1 on Solaris 7, 8 OVAS 7.1 on HP-UX 11, 11.11

January 17, 2005

Page 4

Appendix B: Definitions
Definitions of terms are provided by the HP OpenView product version obsolescence documented at: www.hp.com/managementsoftware/obsolete

Full Support
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). Full Support includes those services provided by Maintenance Support and Self-Help Support.

Version Maturity means that, for a specific product version, no further enhancements or changes to the functionality are planned, nor are any further platform refreshes planned in order to update that product version to support current operating systems, operating system versions or hardware platforms.

Maintenance Support
Reactive engagement of regional support resources (Support Center), in accordance with your purchased support plan, for assistance with questions or problems regarding the use of a specific product version. Assistance in resolving defects is limited to workarounds or existing patches. Maintenance Support includes those services provided by Self-Help Support.

Self-Help Support
Web-based access to the Knowledge Base, which contains technical information for HP OpenView products including white papers, existing patches and known problems for a specific product version.

APPENDIX C– End of availability OVOU 6.x and OVAS 6.x Product List

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

Other product numbers for OVOU 6.x and OVAS 6.x are not version specific and cover OVOU 7.x, OVOU 8.x and OVAS 7.x versions and entitle you to use the LTU covered by a product number for any of these versions until support for these versions end.

January 17, 2005

Page 6