

Customer Frequently Asked Questions (FAQ's)

HP OpenView Network Node Manager versions 5.x, 6.1, 6.2, 6.30

HP OpenView NNM Extended Topology version 1.50 & 1.51

HP OpenView Problem Diagnosis version 1.0

HP OpenView Customer Views version 1.2

What are the key dates in this announcement?

Please see Customer Letter, Appendix A for full details.

What product numbers are affected by this version maturity ?

Please see Customer Letter, Appendix C for full details.

How does this affect my HP NNM support contract? Should I keep my support contract for the version of NNM that I still use when no defects will be fixed any longer for that version?

Your support contract should reflect the product numbers for the product version you're using. Once you upgrade to a newer version, please inform your local HP contract administration representative to update your support contract accordingly.

Can I get a support contract for technical support only, without having to pay for upgrades?

No, that's not possible.

Should there be a critical defect with a version of NNM for which no defect fixing is done anymore, can I pay for a fix to be implemented on my request?

HP may choose to offer defect fixes at a premium price, depending on available resources.

Will extending support for older versions of HP OpenView products be applied to other products than NNM?

Depending upon installed base, product position, and migration options HP may choose to offer extended support for other HP Software products.

Can I still purchase additional licenses for versions of NNM that are no longer covered by full support or maintenance support? If yes, how?

Licenses will be made available at a minimum through the announced end of support date for the particular NNM version. All licenses purchased will require a signed AS-IS Addendum. Please contact your local HP sales representative for additional information.

What is most current version of HP NNM?

NNM 7.01 (as of May 2004)

For additional information regarding version 7.x please visit:

www.managementsoftware.hp.com/products/nnm

If I am on a support contract, what will I be entitled to?

You should have received a letter or electronic notification from HP in April 2004 to inform you about the availability of NNM 7.01 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.

Where can I find upgrade information for the NNM product?

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

What hardware requirements do I need to upgrade to NNM 7.01?

Hardware requirements will vary depending on your operating system, please review the appropriate installation guide or contact your local HP sales representative or HP software business partner for further assistance.

Who can I contact if I have more questions with regards to the NNM version maturity?

You have several choices:

- Contact your local HP sales representative or HP software business partner
- HP Technical Support: support.openview.hp.com/submit_call.jsp
- Web Self Help: openview.hp.com/sso/ecare/keyword
- HP Software Encore Team: ask-encore@hp.com

When I upgrade from NNM 5.x/6.x to NNM 7.01, can I continue my existing support contracts until they expire?

Yes, but your support contracts need to be upgraded as well. Please contact your local HP contract administration representative to get your support contract updated accordingly.

When I upgrade from NNM 5.x/6.x to NNM 7.01, can I expect the same support pricing compared to NNM 5.x/6.x ?

There was a price change from NNM 5.x/6.x to NNM 7.01 due to changes in the product structure. Please work with your local HP support sales or contract administration representative on what that exactly means for your environment.

I plan to upgrade my NNM 5.x/6.x environment using in-house technical resources. Where do I get all the required software?

In case you didn't request the NNM 7.01 media at the time you received the "new release" notification, please request from Software Update Manager or from your local HP contract administration representative to provide you with the NNM 7.01 media.

I received this communication, but I have already upgraded my NNM installation to version 7.01. Do I need to do anything?

Some or all of your support contracts might not be updated yet to reflect your upgrade to NNM 7.01. Please get in touch with your local HP contract administration representative to upgrade your support contracts accordingly.

NNM 5.x/6.x is still running in my production environment and I want to start planning the upgrade to NNM 7.01. Where can I get help to do that?

Please get in touch with your local HP sales representative or HP software business partner.

What does the move from Full Support to Maintenance Support mean to me?

You will still be able to get technical support. To resolve any problem with the already very 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:

support.openview.hp.com/prod/version_obso_guidelines.jsp.