



June 1st, 2004

HP OpenView Network Node Manager versions 5.X, 6.0, 6.01, 6.1, 6.2, 6.30, 6.31
HP OpenView Network Node Manager Extended Topology versions 1.50 & 1.51
HP OpenView Problem Diagnosis version 1.0
HP OpenView Customer Views version 1.2

Hewlett-Packard (HP) is announcing that HP OpenView Network Node Manager (NNM) versions 5.X, 6.0, 6.01, 6.1, 6.2, 6.30, 6.31; HP OpenView Network Node Manager Extended Topology (NNM ET) versions 1.50, 1.51; HP OpenView Problem Diagnosis (PD) version 1.0; and HP OpenView Customer Views (CV) version 1.2 have reached Version Maturity.

This notification letter is being sent to affected customers worldwide to make you aware of this announcement and to provide information pertaining to HP's decision to offer ongoing support for these product versions. HP support for these products will be provided as follows;

- HP Software Support and HP Software Support 24x7 for NNM versions 5.X will be offered at a *minimum* until March 31, 2005.
- HP Software Support and HP Software Support 24x7 for NNM versions 6.0, 6.01, 6.1, 6.30, 6.31, NNM ET versions 1.5 and 1.51 will be offered at a *minimum* until December 2006.
- HP Software Support and HP Software Support 24x7 Support for NNM version 6.2, PD version 1.0, and CV version 1.2, will be offered at a *minimum* until December 2007.

Detailed end of support information is available in Appendix A. Appendix B provides the supportability for NNM by product and operating system.

Please refer to Appendix C for specific product numbers affected by this announcement.

HP strongly recommends that our customers who utilize Network Node Manager version 5.x to 6.31 inclusive as well as the above versions of NNM Extended Topology, Customer Views and Problem Diagnosis upgrade to the most current version of that software. Please note that functionality of NNM Extended Topology and Problem Diagnosis has been integrated into Network Node Manager 7.x Advanced Edition. We understand that our customers will need to evaluate their upgrade options; your local HP sales representative or channel partner is available to assist you with product questions and your transition planning.

As a HP OpenView IT Operations or HP OpenView Operations for Unix customer you are receiving this announcement as you may be running one of the above NNM products as part of your HP OpenView Operations environment. We would encourage you upgrade to the latest version of NNM supported by your HP OpenView Operations environment

For more information regarding HP OpenView Network Node Manager 7.x and your available upgrade options, please visit the Network Services Management web at www.managementsoftware.hp.com/solutions/nim.

At this time your local HP sales representative or channel partner will be available to discuss your available upgrade options, or you may find out more by contacting us at ask-encore@hp.com.

Best Regards,

HP OpenView Network Services Management team

APPENDIX A – End of Support Detail

Product version	NNM 5.0, 5.01 and 5.02	NNM 6.0, 6.01 and 6.1	NNM 6.2 PD 1.0 CV 1.2	NNM 6.3 NNM ET 1.5	NNM 6.31 NNM ET 1.51
Full Support minimally through	Aug 31, 2003	May 31, 2001	Dec 31, 2005	May 31, 2003	Dec 31, 2004
Maintenance Support minimally through	Mar 31, 2005	Dec 31, 2006	Dec 31, 2007	Dec 31, 2006	Dec 31, 2006
Self-help Support minimally through	Mar 31, 2007	Dec 31, 2008	Dec 31, 2009	Dec 31, 2008	Dec 31, 2008

Definitions of terms are provided by the HP OpenView product version obsolescence documented at support.openview.hp.com/prod_version_obso_guidelines.jsp:

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 B – Supportability Matrix

Product Version	Platforms	Technical Upgrade Path
NNM 6.2 CV 1.2 PD 1.0	HP-UX 11.0, 11.11, Win2K Solaris 2.6, 2.7, 2.8 HP-UX 10.20, NT 4.0	Update to NNM 6.4 or to NNM 7.01
NNM 6.1	HP-UX 11.0, 11.11 Solaris 2.5.1, 2.6, 2.7 HP-UX 10.20, NT 4.0	Intermediate update to NNM 6.2 required, then to NNM 6.4 (I.e. skip NNM 6.3x) or NNM 7.01
NNM 6.01	HP-UX 11.0 Solaris 2.5.1, 2.6 HP-UX 10.20, NT 4.0	Intermediate update to NNM 6.1 and NNM 6.2 required, then to NNM 6.4 (I.e. skip NNM 6.3x) or NNM 7.01
NNM 6.0	HP-UX 11.0 Solaris 2.5.1, 2.6 HP-UX 10.20, NT 4.0	Intermediate update to NNM 6.1 and NNM 6.2 required, then to NNM 6.4 (I.e. skip NNM 6.3x) or NNM 7.01
NNM 5.02	NT 4.0 Server	Intermediate update to NNM 6.2 required, then to NNM 6.4 (I.e. skip NNM 6.3x) or NNM 7.01
NNM 5.0 NNM 5.01	Solaris 2.5.1, 2.6 HP-UX 10.20 NT 4.0 Server	Intermediate update to NNM 6.2 required, then NNM 6.4 (I.e. skip NNM 6.3x) or NNM 7.01
NNM 6.31 NNM ET 1.51	HP-UX 11.0, 11.11, Win2K Solaris 2.6, 2.7, 2.8 HP-UX 10.20, NT 4.0	Direct update to NNM 6.4 / NNM ET 2.0 then to NNM 7.01
NNM 6.30 NNM ET 1.50	HP-UX 11.0, 11.11 Solaris 2.5.1, 2.6, 2.7 HP-UX 10.20, NT 4.0	Requires “cold” NNM 6.4 / NNM ET 2.0 or NNM 7.01 install; no supported update path

APPENDIX C – Product Numbers

Product No.	Description
J1120AA	NNM 250 5.x NT LTU (includes media + mans)
J1120AJ	NNM 250 5.x NT LTU Japan (includes media + mans)
J1120UA	Upgrade to NNM 250 5.x NT LTU
J1120UJ	Upgrade to NNM 250 5.x NT LTU Japan
J1121AB	NNM 250 Node Inc 5.x NT LTU (250 additional nodes, requires J1120AA)
J1121UB	Upgrade to NNM 250 Node Inc 5.x NT LTU
J1122AA	NNM Enterprise 5.x NT LTU (includes media +man)
J1122AJ	NNM Enterprise 5.x NT LTU Japan (incl. media + man)
J1122UA	Upgrade to NNM Enterprise 5.x NT LTU
J1122UJ	Upgrade to NNM Enterprise 5.x NT LTU Japan
J1124AB	NNM 250 5.x upgrade to NNM Enterprise 5.x NT LTU (requires j1120AA)
J1128AB	NNM 250 5.x UNIX LTU
J1129AB	NNM 250 Node Inc 5.x UNIX LTU (250 additional nodes; requires J1128AB)
J1130AB	NNM Enterprise 5.x UNIX LTU
J1131AB	NNM 250 5.x Upgrade to NNM Enterprise 5.x UNIX LTU (requires J1128AB)
J1132AB	Upgrade from NNM Entry 4.x to NNM 250 5.x HP-UX/Solaris LTU
J1133AB	Upgrade from NNM Enterprise 4.x to NNM Enterprise 5.x HP-UX/Solaris LTU
J1134AA	NNM 5.01 HP-UX Media
J1134AJ	NNM 5.01 HP-UX Media Japan
J1135AA	NNM 5.01 Solaris Media
J1135AJ	NNM 5.01 Solaris Media Japan
J1136AA	NNM 5.0x UNIX Manuals
J1136AJ	NNM 5.0x UNIX Manuals Japan
J1146AB	NNM Dev Kit 5.x UNIX/NT LTU (requires J1148AA/J1149AA and J1150AA)
J1147AA	NNM Devkit 5.01 NT Media (requires J1146AB and J1150AA)
J1148AA	NNM Dev Kit 5.01 HP-UX Media (requires J1146AB and J1150AA)
J1149AA	NNM Dev Kit 5.01 Solaris Media (requires J1146AB and J1150AA)
J1150AA	NNM Dev Kit 5.x UNIX/NT Manuals (requires J1146AB and J1148AA/J1149AA)
J1240AA	NNM Enterprise ver. 6.2 for Windows NT/2000 (incl media + man)
J1240AJ	NNM Enterprise ver. 6.2 (Japan localization) for Windows NT/2000 (incl media + man)
J1240UA	Upgrade from NNM Unlimited ver. 5.x to NNM Enterprise ver. 6.2 for Windows NT and 2000
J1240UJ	Upgrade from NNM Unlimited ver. 5.x to NNM Enterprise ver. 6.2 (Japan localization) for Windows NT and 2000
J1241AA	NNM 250 ver. 6.2 for Windows NT/ 2000 (incl media + man)
J1241AJ	NNM 250 ver. 6.2 (Japan localization) for Windows NT/2000 (incl media + man)
J1241UA	Upgrade from NNM 250 ver. 5.x to NNM 250 ver. 6.2 for Windows NT and 2000
J1241UJ	Upgrade from NNM 250 ver. 5.x to NNM 250 ver. 6.2 (Japan localization) for Windows NT and 2000
J1242AB	NNM 250 Node Increment License-to-Use 250 additional nodes for NNM 250 ver. 6.x for Windows NT and 2000 (requires J1241AA or J1241AJ)
J1242UB	Upgrade from NNM 250 Node Increment for NNM 250 ver. 5.x to ver. 6.2 for Windows NT and 2000
J1242UJ	Upgrade NNM 250 Node inc to 6.x NT/2000 LTU Japan
J1243AB	Upgrade from NNM 250 ver. 6.x to NNM Enterprise ver. 6.x for Windows NT and 2000 (requires J1241AA or J1241AJ)
J1247AA	NNM Enterprise ver. 6.2 for HP-UX LTU (incl Media + man)
J1247AJ	NNM Enterprise ver. 6.2 (Japan localization) for HP-UX LTU (incl media + man)
J1248AA	NNM 250 ver. 6.2 for HP-UX LTU (inc media + man)
J1248AJ	NNM 250 ver. 6.x (Japan localization) for HP-UX 10.20, 11.0, and 11.11
J1249AB	NNM 250 Node Increment License-to-Use 250 additional nodes for NNM 250 ver. 6.x for HP-UX 10.20, 11.0, and 11.11 (requires J1248AA or J1248AJ)

J1250AB	Upgrade from NNM 250 ver. 6.x to NNM Enterprise ver. 6.x for HP-UX 10.20, 11.0, and 11.11 (requires J1248AA or J1248AJ)
J1251AA	Upgrade from NNM Enterprise ver. 4.11 or later to NNM Enterprise ver. 6.2 for HP-UX 10.20, 11.0, and 11.11
J1251AJ	Upgrade from NNM Enterprise ver. 4.11 or later to NNM Enterprise ver. 6.2 (Japan localization) for HP-UX 10.20, 11.0, and 11.11
J1252AA	Upgrade from NNM Entry ver. 4.11 or 250 ver. 5.x or later to NNM 250 ver. 6.2 for HP-UX 10.20, 11.0, and 11.11
J1252AJ	Upgrade from NNM Entry ver. 4.11 or 250 ver. 5.x or later to NNM 250 ver. 6.2 (Japan localization) for HP-UX 10.20, 11.0, and 11.11
J1253AB	Upgrade from NNM 250 Node Increment for NNM 250 ver. 5.x to ver. 6.2 for HP-UX 10.20, 11.0, and 11.11
J1254AA	NNM Enterprise ver. 6.x for Solaris 2.6, 2.7, and 2.8
J1254AJ	NNM Enterprise ver. 6.2 (Japan localization) for Solaris 2.6, 2.7, and 2.8
J1255AA	NNM 250 ver. 6.2 for Solaris 2.6, 2.7, and 2.8
J1255AJ	NNM 250 ver. 6.2 (Japan localization) for Solaris 2.6, 2.7, and 2.8
J1256AB	NNM 250 Node Increment License-to-Use 250 additional nodes for NNM 250 ver. 6.0-6.31 for Solaris 2.6, 2.7, and 2.8 (requires J1255AA or J1255AJ)
J1257AB	Upgrade from NNM 250 ver. 6.x to NNM Enterprise ver. 6.x for Solaris 2.6, 2.7, and 2.8 (requires J1255AA or J1255AJ)
J1258AA	Upgrade from NNM Enterprise ver. 4.11 or later to NNM Enterprise ver. 6.2 for Solaris 2.6, 2.7, and 2.8
J1258AJ	Upgrade from NNM Enterprise ver. 4.11 or later to NNM Enterprise ver. 6.2 (Japan localization) for Solaris 2.6, 2.7, and 2.8
J1259AA	Upgrade from NNM Entry ver. 4.11 or 250 ver. 5.x or later to NNM 250 ver. 6.2 for Solaris 2.6, 2.7, and 2.8
J1259AJ	Upgrade from NNM Entry ver. 4.11 or 250 ver. 5.x or later to NNM 250 ver. 6.2 (Japan localization) for Solaris 2.6, 2.7, and 2.8
J1260AB	Upgrade from NNM 250 Node Increment for NNM 250 ver. 5.x to ver. 6.2 for Solaris 2.6, 2.7, and 2.8
J1261AA	NNM Developer's Tool Kit ver. 6.2 for Windows NT and 2000 (media + man)
J1262AA	NNM Developer's Tool Kit ver. 6.2 for HP-UX 10.20, 11.0, and 11.11 (media + man)
J1263AA	NNM Developer's Tool Kit ver. 6.2 for Solaris 2.6, 2.7, and 2.8 (media + man)
J1331AA	NNM 100 Bundle 6.1 NT LTU (includes media + man) (6.1 only)
J1332AA	NNM 100 Bundle 6.1 HP-UX LTU (includes media + manuals) (6.1 only)
J1333AA	NNM 100 Bundle 6.1 Solaris LTU (incl media + man)(6.1 only)
J1334AA	NNM 100 Bundle 6.1 Upgrade to NNM 250 6.1 NT LTU (incl Media + Manuals) 6.1 only
J1335AA	NNM 100 6.1 Upgrade to NNM 250 6.1 HP-UX LTU (incl Media + Manuals) 6.1 only
J1336AA	NNM 100 Bundle 6.1 Upgrade to NNM 250 6.1 Solaris LTU (incl Media + Manuals) 6.1 only
J4764AA	NNM Enterprise 6.01 NT LTU (includes media + man) (6.01 only, blind cpl)
J4764AJ	NNM Enterprise 6.01 NT LTU Japan (includes media + man) (6.01 only, blind cpl)
J4765AA	NNM 250 6.01 NT LTU (includes media + man)(6.01 only, blind cpl)
J4765AJ	NNM 250 6.01 NT LTU Japan (includes media + man)(6.01 only, blind cpl)
J4766AA	NNM Enterprise 6.1 HP-UX LTU incl Media + Manuals (6,01 only, blind CPL)
J4766AJ	NNM Enterprise 6.1 HP-UX LTU Japan incl Media + Manuals (6,01 only, blind CPL)
J4767AA	NNM 250 6.01 HP-UX LTU incl Media + Manuals (6,01 only, blind CPL)
J4767AJ	NNM 250 6.01 HP-UX LTU Japan incl Media + Manuals (6,01 only, blind CPL)
J4768AA	NNM Enterprise 6.01 Solaris LTU (incl Media + man) (6.01 only blind CPL)
J4768AJ	NNM Enterprise 6.01 Solaris LTU Japan (incl Media + man) (6.01 only blind CPL)
J4769AA	NNM 250 6.01 Solaris LTU (incl media + man) (6.01 only, blind CPL)
J4769AJ	NNM 250 6.01 Solaris LTU Japan (incl media + man) (6.01 only, blind CPL)
J5130AA	NNM 50 Bundle 6.2 for Win NT/2000 LTU (incl media + man)(6.2 only, only A/P)
J5131AA	NNM 50 Bundle 6.2 for HP-UX LTU includes media + manuals (6.2 only A/P)
J5132AA	NNM 50 Bundle 6.2 Solaris LTU (include media and Manuals) (6.2 only, only A/P)
J5310AA	NNM Devkit 6.31 HP-UX LTU includes Media + Manuals)
J5311AA	NNM Devkit 6.31 Sol LTU includes Media + Manuals)

J5312AA	NNM Devkit 6.31 NT/2000 LTU (incl media +man)
J5315AA	OV NNM Enterprise 6.31 for HP-UX (incl media + man)
J5315AJ	OV NNM Enterprise 6.31 for HP-UX Japan (incl media + man)
J5316AA	OV NNM 250 6.31 for HP-UX (incl media + man)
J5316AJ	OV NNM 250 6.31 for HP-UX Japan (incl media + man)
J5317AA	OV NNM Enterprise 6.31 for Solaris (incl media + man)
J5317AJ	OV NNM Enterprise 6.31 for Solaris Japan (incl media + man)
J5318AA	NNM Devkit 6.31 Media
J5319AA	NNM Devkit 6.31 Manual
J5320AA	OV NNM 250 6.31 for Solaris (incl media + man)
J5320AJ	OV NNM 250 6.31 for Solaris Japan (incl media + man)
J5321AA	OV NNM Enterprise 6.31 for Win NT/2000 LTU (incl media +man)
J5321AJ	OV NNM Enterprise 6.31 for Win NT/2000 Japan (incl media + man)
J5322AA	OV NNM 250 6.31 for Win NT/2000 LTU (incl media + man)
J5322AJ	OV NNM 250 6.31 for Win NT/2000 LTU Japan (incl. media + man)
J5323AA	OV NNM 6.31 Manuals for HPUX, Sol & Win
J5323AJ	OV NNM 6.31 Manuals HPUX, Sol & Win Jpn
J5328AA	OV Upg NNM 250 6.x to Ent 6.x HP/Sol/Win
J5328AJ	OV Upg NNM 250 6.x to Ent 6.x LTU Japan (HP/Sol/Win)
J5329AA	Upgrade from NNM 4.x or NNM Unlimited 5.x or NNM Enterprise 6.x to NNM Enterprise 6.31 LTU (HP-UX, Solaris, Win)
J5329AJ	Upgrade from NNM 4.x or NNM Unlimited 5.x or NNM Enterprise 6.x to NNM Enterprise 6.31 LTU Japan (HP-UX, Solaris, Win)
J5330AA	Upgrade from NNM Entry 4.x or NNM 250 5.x or 6.x to NNM 250 6.31 LTU (HP-UX, Solaris, Win)
J5330AJ	Upgrade from NNM Entry 4.x or NNM 250 5.x or 6.x to NNM 250 6.31 LTU Japan (HP-UX, Solaris, Win)

J5303AA	NNM ET 1.50 250 for HP-UX
J5304AA	NNM ET 1.50 250 Node Increment HP-UX LTU (requires J5303AA)
J5305AA	NNM ET 1.50 250 for Solaris LTU
J5306AA	NNM ET 1.50 250 Node Increment Solaris LTU (requires J5305AA)
J5307AA	NNM ET 1.50 Media for HP-UX and Solaris (software and documentation)
J5303BA	OV NNM Extended Topo 250 1.51 for HP-UX incl Media + Docs
J5304BA	OV NNM Extended Topo 250 Inc 1.51 HP-UX
J5305BA	OV NNM Extended Topo 250 1.51 Solaris incl Media + Docs
J5306BA	OV NNM Extended Topo 250 Inc 1.51 Sol
J4518AA	CV 1.2 Manage 100 Customers LTU NT
J4519AA	CV 1.2 Manage unrestricted Customers LTU NT
J4526AA	CV 1.2 Manage 100 Customers LTU - Solaris
J4527AA	CV 1.2 Manage unrestricted Customers LTU - Solaris
J4522AA	CV 1.2 Manage 100 Customers LTU - UX
J4523AA	CV 1.2 Manage unrestricted Customers LTU - UX
J4520AB	CV 1.2 200 Managed Customer Bank - NT
J4521AB	CV 1.2 Incre Managed Customers to unrestricted - NT
J4528AB	CV 1.2 200 Managed Customer Bank - Solaris
J4529AB	CV 1.2 Incre Managed Customers to unrestricted - Solaris
J4524AB	CV 1.2 200 Managed Customer Bank - UX
J4525AB	CV 1.2 Incre Managed Customers to unrestricted - UX
J5135AA	Problem Diagnosis 1.0 incl Media + Docs