



Hewlett-Packard Company  
690 East Middlefield Road  
Mt. View, CA 94043

[www.hp.com](http://www.hp.com)

HP OpenView Product Division June 1, 2005

**HP OpenView Smart Plug-ins for HP OpenView Operations for Windows**

[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 the following HP OpenView Smart Plug-in products (SPI) for HP OpenView Operations for Windows, effective as of the dates set forth below.

- HP OpenView Smart Plug-in for Microsoft Active Directory version B.02.00
- HP OpenView Smart Plug-in for BEA WebLogic Server version B.02.05
- HP OpenView Smart Plug-in for IBM WebSphere version B.02.05
- HP OpenView Smart Plug-in for Informix version B.05.xx and B.04.xx
- HP OpenView Smart Plug-in for Microsoft SQL Server version B.05.xx and B.04.xx
- HP OpenView Smart Plug-in for Sybase version B.05.xx and B.04.xx
- HP OpenView Smart Plug-in for Microsoft Windows OS version B.08.30
- HP OpenView Smart Plug-in for Microsoft Enterprise Server version B.03.00
- HP OpenView Smart Plug-in for Microsoft Exchange version B.07.00, B.06.00 and B.05.00
- HP OpenView Smart Plug-in for Network Diagnostic Add on Module version B.01.50
- HP OpenView Smart Plug-in for UNIX OS version B.02.01
- HP OpenView Smart Plug-in for WebServers version B.03.71
- HP OpenView Smart Plug-in for SAP version B.07.20
- HP OpenView Smart Plug-in for IBM DB2 version B.02.05

This letter is being sent to HP OpenView Operations for Windows customers worldwide, to inform you of our end of support plans for the above HP OpenView Smart Plug-in versions.

**End of Support**

HP is committed to providing the highest level of customer care to you while you determine your future strategy for your HP OpenView Smart Plug-in products. Please read below for key timelines and support options that are now available to you:

Date	Program Activity
June 1, 2005	Version Obsolescence announced
October 31, 2006	End of Current Product Support



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October 31, 2008	End of Self-Help Support
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While the above versions of HP OpenView Smart Plug-ins may continue to meet your immediate needs, HP recommends that all customers with active support contracts upgrade to the latest version of each SPI product.

Please refer to attached Appendices A and B for HP OpenView Smart Plug-ins definition of terms for product obsolescence and related product numbers affected by this announcement, respectively.

**For more information**

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. When providing information, please include your name, country, phone number, company name, product number and your HP Service Agreement ID or HP System Handle.

In addition, for technical assistance and information on discontinued versions of HP OpenView Smart Plug-in products, please visit: Software Support Online:  
<http://www.hp.com/managementsoftware/services>

HP once again wishes to thank you for choosing HP OpenView Smart Plug-ins as your preferred application management software. We appreciate your business and look forward to continuing to serve your business needs in the future.

Sincerely,

HP Software Services

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### **Appendix A: Definitions**

This product version obsolescence is covered by version 2.3 of the support & obsolescence policy. Definitions of terms are provided by the HP OpenView product version obsolescence documented at: [www.hp.com/managementsoftware/support-lifecycle](http://www.hp.com/managementsoftware/support-lifecycle)

### **Current Product Support**

Current Product Support is the 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).

While HP OpenView investigates all problems and issues raised for products covered under Current Product Support, customers may be required to install the most current version or patches as part of the troubleshooting process. Current Product Support includes Self-Help Support.

Version Maturity may apply to specific versions of HP OpenView software products. Version Maturity means that, for a specific product version, no further enhancements or changes to functionality are planned, nor are any further platform refreshes planned in order to update that product version to support current or future operating systems, operating system versions or hardware platforms.

### **End of Current Product Support Date\***

Official last day to receive Current Product Support for a specific product/product version.

### **Self-Help Support**

Self-Help Support is an integral component of all HP OpenView Support contracts. Self-Help Support consists of web-based access to the online support Knowledge Base, which contains technical information for HP OpenView products including white papers, existing patches and known problems for a specific product version.

\* Some customers may be familiar with the term "End of Support (EOS) Date", which was formerly used in descriptions of HP OpenView's obsolescence policy. That term itself is now obsolete having been replaced by two more specific terms, "End of Current Product Support Date" and "End of Extended Life Support Date".

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**APPENDIX B– HP OpenView Smart Plug-in for HP OpenView Operations for Windows Product List**

**Please note that these product numbers are used to represent current versions as well.**

Product #	Description
B9170AA	HP OV SPI Active Directory Tier 2, LTU
B9171AA	HP OV SPI Active Directory Tier 1, LTU
B9172AA	HP OV SPI Active Directory Tier 0, LTU
B9155AA	HP OV SPI BEA Weblogic Tier 4, LTU
B9141AA	HP OV SPI BEA Weblogic Tier 3, LTU
B9142AA	HP OV SPI BEA Weblogic Tier 2, LTU
B9143AA	HP OV SPI BEA Weblogic Tier 1, LTU
B9144AA	HP OV SPI BEA Weblogic Tier 0, LTU
B9173AA	HP OV SPI IBM WebSphere Tier 4, LTU
B9174AA	HP OV SPI IBM WebSphere Tier 3, LTU
B9175AA	HP OV SPI IBM WebSphere Tier 2, LTU
B9176AA	HP OV SPI IBM WebSphere Tier 1, LTU
B9177AA	HP OV SPI IBM WebSphere Tier 0, LTU
B9149AA	HP OV SPI Informix Tier 4, LTU
B7460AA	HP OV SPI Informix Tier 3, LTU
B7461AA	HP OV SPI Informix Tier 2, LTU
B7462AA	HP OV SPI Informix Tier 1, LTU
B7473AA	HP OV SPI MS SQL Server Tier 2, LTU
B7474AA	HP OV SPI MS SQL Server Tier 1, LTU

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B7475AA	HP OV SPI MS SQL Server Tier 0, LTU
B9451AA	HP OV SPI Sybase Tier 4, LTU
B7468AA	HP OV SPI Sybase Tier 3, LTU
B7469AA	HP OV SPI Sybase Tier 2, LTU
B7470AA	HP OV SPI Sybase Tier 1, LTU
N/A - Licensed with OVO agents	HP OV SPI WINDOWS OS
B9160AA	HP OV SPI for MS.net Tier 2 LTU
B9161AA	HP OV SPI for MS.net Tier 1 LTU
B9162AA	HP OV SPI for MS.net Tier 0 LTU
B7449AA	HP OV SPI MS Exchange Tier 2, LTU
B7450AA	HP OV SPI MS Exchange Tier 1, LTU
B7451AA	HP OV SPI MS Exchange Tier 0, LTU
N/A - Licensed with OVO agents	HP OpenView Smart Plug-in for NDAOM
N/A - Licensed with OVO agents	HP OpenView Smart Plug-in for UNIX OS
N/A - Licensed with OVO agents	HP OV SPI Web Servers
B9148AA	HP OV SPI SAP Tier 4, LTU
B7456AA	HP OV SPI SAP Tier 3, LTU
B7457AA	HP OV SPI SAP Tier 2, LTU
B7458AA	HP OV SPI SAP Tier 1, LTU
B7459AA	HP OV SPI SAP Tier 0, LTU
BA184AA	HP OV SPI for IBM DB2 Tier 4, LTU
BA183AA	HP OV SPI for IBM DB2, Tier 3, LTU
BA182AA	HP OV SPI for IBM DB2, Tier 2, LTU
BA181AA	HP OV SPI for IBM DB2, Tier 1, LTU
BA180AA	HP OV SPI for IBM DB2, Tier 0, LTU

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