HP Software   May 15, 2006

HP OpenView Performance Manager, HP OpenView PerfView and
HP OpenView Performance Monitor

UPDATE: The new End of Support date for Performance Manager 5.x is defined as March 31, 2008. Also the End of Self Help Support for Performance Manager version 5.x is extended till March 31, 2010.

[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 Performance Manager versions prior to version 6.00.000 and product discontinuance of HP OpenView Performance Monitor, HP OpenView PerfView Monitor and HP OpenView PerfView Planner on all platforms, effective as of the dates set forth below.

This letter is being sent to HP OpenView Performance Manager, HP OpenView Performance Monitor, HP OpenView PerfView Monitor, HP OpenView PerfView Planner and HP OpenView Operations/Performance support customers worldwide, to inform you of our end of support plans and to HP OpenView PerfView Analyzer customers to inform you of the End of Sale 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 Performance Manager, PerfView and Performance Monitor products. Please read below for key timelines and support options that are now available to you:

Activity	OVPM4.x	OVPM5.x	Performance Monitor	PerfView Monitor	PerfView Planner	PerfView Analyzer
Customer notification of Version obsolescence and Product discontinuance	May 15, 2006	May 15, 2006	May 15, 2006	May 15, 2006	May 15, 2006	May 15, 2006
End of Sale (No longer orderable)	NA	NA	July 1, 2006	July 1, 2006	July 1, 2006	July 1, 2006
End of Current Product Support	September 30, 2006	March 31, 2008	November 30, 2007	November 30, 2007	November 30, 2007	TBD
End of Self Help Support	September 30, 2008	March 31, 2010	November 30, 2009	November 30, 2009	November 30, 2009	TBD

Note:
1. The End of Sale date for OVPM 4.x & 5.x is kept as NA (Not Applicable), as the LTU product number is not changing in OVPM 6.x & is the same as in OVPM 4.x & 5.x.
2. HP OpenView Performance Manager 5.x will be the final Performance Manager version supported on Sun Solaris® version 2.7.

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Please note that all HP OpenView PerfView customers with active support contracts are eligible to upgrade to HP OpenView Performance Manager as a "1 for 1" license upgrade.

While the previous versions of HP OpenView Performance Manager may continue to meet your immediate needs, HP recommends that all customers upgrade to HP OpenView Performance Manager version 6.00.000.

Please refer to attached Appendices A and B for definition of terms for product obsolescence and specific product numbers affected by this announcement, respectively.

For more information
A Frequently Asked Questions (FAQ) document about this obsolescence is available from www.hp.com/managementsoftware/support-lifecycle. 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, company name, phone number country, product number and your HP Service Agreement ID or HP 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 PerfView, HP OpenView Performance Monitor and/or HP OpenView Performance Manager as your preferred system performance management software solutions. We appreciate your business and look forward to continuing to serve your business needs in the future.

Sincerely,

HP Software Services

Hewlett-Packard Company
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Mt. View, CA 94043

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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

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: End of availability PerfView, Performance Monitor and Performance Manager Product List

Product Number	Description
B5007AA	HP OV PerfView Analyzer Wkstns Media
B5009AA	HP OV PerfView Monitor Wkstns Media
B5011AA	HP OV PerfView Planner Wkstns Media
B5013AA	HP OV PerfView Analyzer Servers Media
B5015AA	HP OV PerfView Monitor Server Media
B5017AA	HP OV PerfView Planner Server Media
B6095AA	HP OV PerfView Analyzer Win NT Media
B6095AJ	HP OV PerfView Analyzer NT Media JPN
B6096AA	HP OV PerfView Monitor Win NT Media
B6096AJ	HP OV PerfView Monitor Win NT Media JPN
B6097AA	HP OV PerfView Planner Win NT Media
B6097AJ	HP OV PerfView Planner NT Media JPN
B6090AA	HP OV PerfView Analyzer Windows NT LTU
B6091AA	HP OV PerfView Monitor Win NT LTU
B6092AA	HP OV PerfView Planner Win NT LTU
B7408AA	HP OV Performance Monitor HP-UX LTU
B7408DA	HP OV Performance Monitor Solaris LTU
B7407XA	HP OV Performance Manager for WindowsLTU

For more information, go to www.managementsoftware.hp.com

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