



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

www.hp.com

HP Software Global Business Unit April 1st, 2006

HP OpenView Reporter

[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 all versions of HP OpenView Reporter prior to and including version 3.6, effective as of the dates set forth below.

This letter is being sent to HP OpenView Reporter versions prior to and including version 3.6 support customers worldwide, to inform you of our end of support plans.

End of Sale / End of Support

HP is committed to provide the highest level of customer care to you while you determine your future strategy for your HP OpenView Reporter versions prior to and including version 3.6 products. Please read below for key timelines and support options that are now available to you:

Activity	Reporter 2.0 & 3.0	Reporter 3.5	Reporter 3.6
Customer notification of Version obsolescence and Product discontinuance	May 1, 2006	May 1, 2006	May 1, 2006
End of Sale (no longer orderable)	July 1, 2006	November 1, 2006*	November 1, 2006*
End of Current Product Support	August 31, 2006	April 30, 2007	July 31, 2007
End of Self Help Support	August 31, 2008	April 30, 2009	July 31, 2009

** This date is applicable to corresponding Media Product numbers only. LTU product number will still be valid for the latest version of HP OpenView Reporter.*

Please note that all customers using Reporter versions prior to and including version 3.6 with active support contracts are eligible to upgrade to HP OpenView Reporter 3.7 as a "1 for 1" license upgrade.

While the previous versions of Reporter may continue to meet your immediate needs, HP recommends that all customers upgrade to Reporter version 3.7

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



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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, please visit Software Support Online:
www.hp.com/managementsoftware/services

HP once again wishes to thank you for choosing HP OpenView Reporter as your preferred system performance 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

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

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 HP OpenView Reporter Product List

Product #	Description
B7416WA	HP OV Reporter 2.0 LTU, Media, ENG
B7416WJ	HP OV Reporter 2.0 LTU, Media, JPN
J5332WA	HP OV Reporter 3.0 Media, ENG
J5332WJ	HP OV Reporter 3.0 Media, JPN
J5332BA	HP OV Reporter 3.5 Media ENG
J5332BJ	HP OV Reporter 3.5 Media JPN
J5332CA	HP OpenView Reporter 3.6 Media ENG
J5332CJ	HP OpenView Reporter 3.6 Japanese Media
J5226AA	HP OpenView Reporter Crystl Brdcast LTU

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