



# Hewlett Packard Enterprise

May 01, 2016

Addressee's Name  
Addressee's Title  
Company Name  
Mailing Address  
City, State ZIP

Dear Customer,

Hewlett Packard Enterprise is announcing End of Sale of HP Network Node Manager (NNM i) and Network Automation (NA) 9.2x media effective as of the date set forth below.

This announcement includes the below individual products:

- Network Node Manager i 9.2x
- Network Node Manager i SPI Performance for Metrics 9.2x
- Network Node Manager i SPI Performance for Traffic 9.2x
- Network Node Manager i SPI NET 9.2x
- Network Node Manager i SPI Performance for Quality Assurance 9.2x
- Network Node Manager i SPI for MPLS 9.2x
- Network Node Manager i SPI for IP Telephony 9.2x
- Network Node Manager i SPI for IP Multicast 9.2x
- Network Automation 9.2x

There is a separate program for migration of the Automated Network Management Suite (ANM) to the individual component products. The ANM Suite is excluded from this NNM i 9.2x and NA 9.2x program announcement.

This letter is for NNM i and NA support customers worldwide, to inform you of our end of sale plans.

## ***End of Sale & End of Support***

HPE is committed to providing the highest level of customer care to you while you determine your future strategy for your NNM i and NA products. Please read below for key timelines and support options that are now available to you:

DATE	PROGRAM ACTIVITY
May 01, 2016	End of Sale customer announcement



Jul 01, 2016	End of Sale (9.2x media no longer orderable or available for purchase)
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**Previously announced support timeline**

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Aug 31, 2016	End of Committed Support for NNM i 9.2x and NA 9.2x
Aug 31, 2018	End of Extended Support for NNM i 9.2x and NA 9.2x
Aug 31, 2022	End of Self-Help Support with Rights to New Versions for NNM i 9.2x and NA 9.2x

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Please note that all NNM i and NA customers with active support contracts are eligible to update to NNM i 10.1x and NA 10.1x.

While these NNM i 9.2x and NA 9.2x versions may continue to meet your immediate needs, HPE recommends that all customers update to NNM i 10.1x and NA 10.1x.

Please refer to [Appendix A](#) for definition of terms for product obsolescence and [Appendix B](#) for the list of affected NNM i 9.2x and NA 9.2x product numbers.

## ***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 HPE sales representative or HPE business partner. When providing information, please include your name, country, phone number, company name, product number and your HPE service agreement identifier or HPE system handle.

In addition, for technical assistance and information, please visit Software Support Online: [hpe.com/software/support](https://hpe.com/software/support)

HPE once again wishes to thank you for choosing NNM i 9.2x and NA 9.2x. We appreciate your business and look forward to continuing to serve your business needs in the future.

Sincerely,  
Hewlett Packard Enterprise



## ***Appendix A: Definitions***

This product version obsolescence is covered by version 5 of our Release & Support policy. Definitions of terms are provided by the product version obsolescence guidelines documented at [hpe.com/software/support-lifecycle](http://hpe.com/software/support-lifecycle)

### ***Product Support***

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 HPE 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 HPE investigates all problems and issues raised for products covered under Product Support, customers may be required to install the most current version or patches as part of the troubleshooting process.

Version Maturity may apply to specific versions of HPE products. Version Maturity means that, for a specific product version, no further enhancements or changes to functionality is 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 Committed Support Date***

End of Committed Support (EOCS) Date is the last date software maintenance, installation and configuration assistance, and other standard support services will be accepted for the specified product release (as specified by the version numbering). EOCS also means the last date Software Change Requests (SCRs) will be accepted for a specified Version of a Product. After the EOCS date, all SCRs will be planned for future versions, as applicable. Current patches for the version of the product reaching EOCS will remain available for electronic download for a reasonable period of time.

### ***End of Extended Support Date***

Extended Support is provided for an additional 2 years after EOCS Date. Extended Support consists of web-based access to the online support Knowledge Base, which contains technical information for HPE products including white papers, existing patches and known problems for a specific product version.



Extended Support is limited to:

- Around the clock self-solve support
- Access to technical support engineers

Access to existing patches and hot-fixes created while the product version was in Committed Support. No new enhancement requests, patches, fixes, document changes or platform certifications will be made for product versions in Extended Support.

### ***Self-Help Support with Rights to New Versions***

Self-Help Support with Rights to New Version is an integral component of all software support contracts. Self-Help Support with Rights to New Versions consists of web-based access to the online support Knowledge Base, which contains technical information for HPE products including white papers, existing patches and known problems for a specific product version. Upon the expiration of Extended Support for a product or product version, and for which a successor product or product version is commercially available, HPE offers a minimum of four (4) years of Self-Help Support with Rights to New Versions.

### ***Dependent Components and Third-Party Products***

In some instances support for specific HPE product(s) and/or version(s) may run longer than the support for underlying operating system(s), adjacent/integrated application(s) or version(s). In this event, it is HPE's intent to communicate with affected HPE product/product version customers in a timely manner. However, there are cases where HPE does not receive notification of the End-of-Support for these products (operating system(s) or adjacent/integrated application(s), or version(s)) in advance of the general public. In any case, should the underlying operating system(s), adjacent/integrated application(s) or version(s) become unsupported by its developer, support for the affected HPE product/product versions will immediately be limited to self-solve support available through Software Support Online, and Telephone Support associated with questions concerning a product's/product version's functionality and/or interoperability in line with the said product's/product version's original parameters/requirements at the time of release. Any product updates and/or fixes will be limited to those already available. No additional updates, patches or fixes will be engineered. Should said product/product version operate or integrate with other still supported, underlying operating system(s), adjacent/integrated application(s) or version(s), support for said product/product version on any remaining supported platform(s), supported adjacent/integrated application(s), or supported version(s) will continue unaffected, or through the planned End-of-Support date, if one has been announced.

## Appendix B: Affected Product SKUs

SKU	PRODUCT DESCRIPTION
T8959FA	HP NA Node+HS+MM NP 9.20 Eng SW Media
T8959FAE	HP NA Node+HS+MM NP 9.20 Eng SW E-Media
T8975HA	HP NA Node+StdCore 9.20 Eng SW Media
T8975HAE	HP NA Node+StdCore 9.20 Eng SW E-Media
T8975HJ	HP NA Node+StdCore 9.20 Jpn SW Media
T8975HJE	HP NA Node+StdCore 9.20 Jpn SW E-Media
T8975HK	HP NA Node+StdCore 9.20 Kor SW Media
T8975HKE	HP NA Node+StdCore 9.20 Kor SW E-Media
T8975HS	HP NA Node+StdCore 9.20 S.Ch SW Media
T8975HSE	HP NA Node+StdCore 9.20 S.Ch SW E-Media
T8999FA	HP NA Satellite 9.20 Eng SW Media
T8999FAE	HP NA Satellite 9.20 Eng SW E-Media
TB759CA	HP NNM iSPI Perf QA 9.20 Eng SW Media
TB759CAE	HP NNM iSPI Perf QA 9.20 Eng SW E-Media
TB759CJ	HP NNM iSPI Perf QA 9.20 Jpn SW Media
TB759CJE	HP NNM iSPI Perf QA 9.20 Jpn SW E-Media
TB759CK	HP NNM iSPI Perf QA 9.20 Kor SW Media
TB759CKE	HP NNM iSPI Perf QA 9.20 Kor SW E-Media
TB759CS	HP NNM iSPI Perf QA 9.20 S.Ch SW Media
TB759CSE	HP NNM iSPI Perf QA 9.20 S.Ch SW E-Media
TB760CA	HP NNM iSPI for MPLS 9.20 Eng SW Media
TB760CAE	HP NNM iSPI for MPLS 9.20 Eng SW E-Media
TB761CA	HP NNM iSPI for IPT 9.20 Eng SW Media
TB761CAE	HP NNM iSPI for IPT 9.20 Eng SW E-Media
TB762CA	HP NNM iSPI for IPMC 9.20 Eng SW Media
TB762CAE	HP NNM iSPI for IPMC 9.20 Eng SW E-Media
TB765CA	HP NNM i Windows 9.20 Eng SW Media
TB765CAE	HP NNM i Windows 9.20 Eng SW E-Media
TB765CJ	HP NNM i Windows 9.20 Jpn SW Media
TB765CJE	HP NNM i Win 9.20 Jpn SW E-Media
TB765CK	HP NNM i Windows 9.20 Kor SW Media
TB765CKE	HP NNM i Windows 9.20 Kor SW E-Media
TB765CS	HP NNM i Windows 9.20 S.Ch SW Media
TB765CSE	HP NNM i Windows 9.20 S.Ch SW E-Media
TB766CA	HP NNM i HP-UX 9.20 Eng SW Media
TB766CAE	HP NNM i HP-UX 9.20 Eng SW E-Media
TB766CJ	HP NNM i HP-UX 9.20 Jpn SW Media
TB766CJE	HP NNM i HP-UX 9.20 Jpn SW E-Media
TB766CK	HP NNM i HP-UX 9.20 Kor SW Media
TB766CKE	HP NNM i HP-UX 9.20 Kor SW E-Media
TB766CS	HP NNM i HP-UX 9.20 S.Ch SW Media



TB766CSE	HP NNM i HP-UX 9.20 S.Ch SW E-Media
TB767CA	HP NNM i Solaris 9.20 Eng SW Media
TB767CAE	HP NNM i Solaris 9.20 Eng SW E-Media
TB767CJ	HP NNM i Solaris 9.20 Jpn SW Media
TB767CJE	HP NNM i Solaris 9.20 Jpn SW E-Media
TB767CK	HP NNM i Solaris 9.20 Kor SW Media
TB767CKE	HP NNM i Solaris 9.20 Kor SW E-Media
TB767CS	HP NNM i Solaris 9.20 S.Ch SW Media
TB767CSE	HP NNM i Solaris 9.20 S.Ch SW E-Media
TB768CA	HP NNM i Linux 9.20 Eng SW Media
TB768CAE	HP NNM i Linux 9.20 Eng SW E-Media
TB768CJ	HP NNM i Linux 9.20 Jpn SW Media
TB768CJE	HP NNM i Linux 9.20 Jpn SW E-Media
TB768CK	HP NNM i Linux 9.20 Kor SW Media
TB768CKE	HP NNM i Linux 9.20 Kor SW E-Media
TB768CS	HP NNM i Linux 9.20 S.Ch SW Media
TB768CSE	HP NNM i Linux 9.20 S.Ch SW E-Media
TB769CA	HP NNM iSPI NET 9.20 Eng SW Media
TB769CAE	HP NNM iSPI NET 9.20 Eng SW E-Media
TB770CA	HP NNM iSPI Perf Trf 9.20 Eng SW Media
TB770CAE	HP NNM iSPI Perf Trf 9.20 Eng SW E-Media
TB770CJ	HP NNM iSPI Perf Trf 9.20 Jpn SW Media
TB770CJE	HP NNM iSPI Perf Trf 9.20 Jpn SW E-Media
TB770CK	HP NNM iSPI Perf Trf 9.20 Kor SW Media
TB770CKE	HP NNM iSPI Prf Trf 9.20 Kor SW E-Media
TB770CS	HP NNM iSPI Perf Trf 9.20 S.Ch SW Media
TB770CSE	HP NNM iSPI Prf Trf 9.20 S.Ch SW E-Media
TB771CA	HP NNM iSPI Perf Met 9.20 Eng SW Media
TB771CAE	HP NNM iSPI Perf Met 9.20 Eng SW E-Media
TB771CJ	HP NNM iSPI Perf Met 9.20 Jpn SW Media
TB771CJE	HP NNM iSPI Perf Met 9.20 Jpn SW E-Media
TB771CK	HP NNM iSPI Perf Met 9.20 Kor SW Media
TB771CKE	HP NNM iSPI PerfMet 9.20 Kor SW E-Media
TB771CS	HP NNM iSPI Perf Met 9.20 S.Ch SW Media
TB771CSE	HP NNM iSPI PerfMet 9.20 S.Ch SW E-Media
TE048CJE	HP ART 5.10 NNMi 9.20 Ste Jpn SW E-Media
TE048DAE	HP ART 5.10 NNMi 9.20 Ste Eng SW E-Media
TE053BAE	HP ART4.40 NNMi 9.20 Crs Eng SW E-Media
TE053BJE	HP ART4.40 NNMi 9.20 Crs Jpn SW E-Media
TE053CJE	HP ART 5.10 NNMi 9.20 Crs Jpn SW E-Media
TE053DAE	HP ART 5.10 NNMi 9.20 Crs Eng SW E-Media
TD878DAE	HP ART 5.10 NA 9.20 Ste Eng SW E-Media
TD884BAE	HP ART4.40 NA 9.20 Course Eng SW E-Media
TD884DAE	HP ART 5.10 NA 9.20 Crs Eng SW E-Media



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