

Hewlett-Packard Company  
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<http://www.hp.com>



July 9, 2013

Subject: HP Network IVR version 2.0 discontinuance

Dear HP Customer,

Thank you for your continued reliance on Hewlett-Packard as your systems supplier. Hewlett-Packard is committed to evolve a portfolio of high quality, telecom grade products to our customers.

HP is now announcing the discontinuance (end of sales) of HP Network IVR version 2.0 for new shipments. Last order date is October 31, 2013.

As a reminder, HP Network IVR 2.0 is compatible with OCMP version 4.3 and OCMP version 4.4, and includes the following principle sub-components:

- SEE version 3.4.x
- RS-LMF/RS-ORF version 2.2.x
- ACM/TMP version 2.1.x
- SCE version 1.9.x

HP Network IVR 2.0 is replaced by the fully backward compatible subsequent release HP Network IVR 2.1, and HP highly recommends migrating onto the latest NIVR 2.1 release as soon as possible, to benefit from the best level of functionalities and support.

However, HP will continue to support NIVR 2.0 for a maximum of 3 years after the discontinuance date

- With OCMP 4.3: until October 1, 2015
- With OCMP 4.4: until October 31, 2016.

Capacity upgrade orders for NIVR 2.0 can still be placed until the end of support. Capacity upgrades do not change the end of support dates.

Note: to ensure full platform software support, the corresponding Red Hat support should be maintained. In some cases this may require extended support (ELS) from Red Hat. For details please refer to <https://access.redhat.com/support/policy/updates/errata/>.

Beyond these dates and under certain conditions, Extended Support for HP Network IVR 2.0 can also be purchased. Please contact HP for more details.

If you have questions or require help, please contact your HP support representative or sales office. We appreciate your business and look forward to serving your future needs.

Regards,

Hewlett-Packard Company