



HP Network Node Manager 7.5x Version Obsolescence Announcement Frequently Asked Questions

On May 1, 2010, HP announced the version maturity, end of sale date and end of support dates for HP Network Node Manager (NNM) version 7.5x and associated Smart Plug-ins. This document provides you with answers to frequently asked questions regarding this announcement.

Product related questions

Question When is HP discontinuing HP Network Node Manager 7.5x and associated Smart Plug-in products?

Answer Effective May 1, 2010, HP is discontinuing HP Network Node Manager version 7.5x and associated Smart Plug-ins. Current customers may continue to purchase additional copies of the Network Node Manager 7.5x products through July 1, 2010. As of this date, the product will be removed from HP's Corporate Price List and will no longer be orderable.

Question What version of HP Network Node Manager is currently available and what upgrade plans do you have for the product, if any?

Answer The latest version of HP Network Node Manager is version 9.0x. Please check www.hp.com/go/software or otherwise check with your local HP sales representative or HP software business partner for the latest information.

Question Why is HP discontinuing this HP Network Node Manager 7.5x products?

Answer This is in accordance with the HP Software Supported Version Policy 4.3. Definitions of terms are documented in the HP Software product version obsolescence guidelines

Question What product numbers are affected by this version maturity?

Answer Please refer to Appendix B in the customer letter for the list of affected product numbers.

Question What NNM Smart Plug-in versions are affected by this version maturity?

Answer Please refer to Appendix C in the customer letter for the list of affected Smart Plug-in versions.

Question When is the last date I can order HP Network Node Manager 7.5x?

Answer HP Network Node Manager 7.5x will continue to be available for purchase to current Network Node Manager customers through July 1, 2010. As of that date you will no longer be able to purchase additional copies of the product.

Question Can I still purchase additional licenses for versions of HP Network Node Manager that are no longer covered by full support or maintenance support? If yes, how?

Answer Additional licenses for these versions cannot be purchased as of July 1, 2010.

Question Can I continue using my existing license keys for HP Network Node Manager?

Answer No, you will need new license keys once you upgrade to HP Network Node Manager 9.00. To obtain the new license keys for NNMi 9.00, please visit www.webware.hp.com, select 'migrate license', enter the migration password UPG2NNM8i and complete the process. To obtain the new license keys for the Smart Plug-ins, please visit www.webware.hp.com, select 'migrate license', enter the migration password 0410ISPIMIG and complete the process. Please note that the support contract would be updated to reflect your upgrade to the new version only at the time of next support renewal.

Question Whom can I contact if I have more questions with regards to this product discontinuance?

Answer You have several options available to you:

- Contact your local HP sales representative or your local HP software business partner:
h20229.www2.hp.com/buy/index.html
- Web Self Solve:
www.hp.com/go/hpssoftwaresupport/
- HP Technical Support:
www.hp.com/go/hpssoftwaresupport/casemanager/submitcase

Question What are the hardware requirements to upgrade to HP Network Node Manager version 9.00?

Answer Hardware requirements will vary depending on your operating system, please review the appropriate *Release Notes*, *Installation Guide*, and/or *Migration Guide* or otherwise contact your local HP sales representative or HP software business partner for further assistance.

Question Where can I find upgrade information for the HP Network Node Manager product?

Answer Information on upgrading from prior versions to Network Node Manager version 9.00 is included in the Network Node Manager version 9.00 product documentation. In addition to this, your local HP sales representative or HP software business partner can help you get this information.

Question I plan to upgrade my HP Network Node Manager version 7.5x environment using in-house technical resources. Where do I get all the required software?

Answer All HP Network Node Manager support customers can download the version 9.00 media via 'My Updates'. To do this, the HP Network Node Manager media product number should be on your support contract. If the media product number is not listed in your support contract, please get in touch with your contract administrator to have it added.

Question I received this communication but I have already upgraded my HP Network Node Manager installation to version 9.00. Do I need to do anything?

Answer Some or all of your support contracts might not have been updated to reflect your upgrade to HP Network Node Manager 9.00. Please get in touch with your local HP contract administration representative or your HP Software Services Integrator

partner to have your support contracts updated.

Support contract related questions

Question What is the end of support date?

Answer The End of Support date is December 31, 2012. As of this date all customer support activities will cease, this includes:

- Telephone support
- Security Rule updates
- Product upgrades

Question Are there any other key dates I need to be aware of?

Answer Please see Customer Letter, page 1 for the key dates.

Question What are my discontinuance options?

Answer Customers have the option to continue using HP Network Node Manager 7.5x. HP will stop providing Support for this product on December 31, 2012. Self-Help Support will continue to be available through December 31, 2014. Customers are encouraged to begin reviewing their business requirements for Network Node Manager. Customers are also encouraged to contact their local HP sales representative or HP software business partner for help in determining migration options that meet your business needs.

Question How does this affect my HP Network Node Manager support contract?

Answer Upon the End of Support date of HP Network Node Manager version 7.5x, your support contract will automatically be updated to reflect HP Network Node Manager version 9.00 product numbers. In case you haven't upgraded to HP Network Node Manager version 9.00 by this date, you can continue to get Self-Help Support for HP Network Node Manager version 7.5x until December 31, 2014.

Question Can I get a support contract for technical support only, without having to pay for upgrades?

Answer No, support contracts include both technical support and software updates.

Question Should there be a defect with a version of HP Network Node Manager for which no defect fixing is done anymore, can I pay for a fix to be implemented on my request?

Answer HP may choose to offer defect fixes at a premium price, depending on available resources.

Question If I am on a support contract, what will I be entitled to?

Answer You should have received a letter or electronic notification from HP to inform you about the availability of HP Network Node Manager version 9.00 for support customers, what license(s) you were entitled to under your support contract and how to sign up for it. Your local HP sales and support representatives or your HP software business partner can help provide information and assistance to enable your upgrade to be easy and successful.

Question When I upgrade from HP Network Node Manager version 7.5x to HP Network Node Manager version 9.00, can I continue my existing support contracts until they expire?

Answer Yes, but your support contracts need to be updated as well. Please contact your local HP contract administration representative or HP Software Services Integrator (SVI) partner to get your support contract updated accordingly.

Question When I upgrade from HP Network Node Manager version 7.5x to HP Network Node Manager version 9.00, can I expect the same support pricing compared to HP Network Node Manager version 7.5x?

Answer Not necessarily. Each product support price is determined independently.

Question What migration services are available to help me upgrade?

Answer The HP NNMi 9 Upgrade Service Offering from HP Software Professional Services is available to assist your smooth upgrade to the latest NNMi 9 version from NNM 7.x. The Upgrade Service was designed to help ensure that your adoption of NNMi is successful while accelerating your return on investment by providing an ideal blend of mentoring and real-life hands-on experience. The Upgrade Service provides installation, configuration migration and assistance and implementation documentation of the NNMi 9 software from a trained and experienced consultant.

For additional information about the NNMi, the Upgrade Service and QuickStart Service, please visit the NNMi portal at:
http://h71028.www7.hp.com/enterprise/us/en/promo/nmi/professional_services/index.html

For more information

For more information on Network Node Manager and HP Software services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:

www.hp.com/go/software

www.hp.com/go/hpssoftwaresupport/

www.hp.com/go/hpssoftwaresupport/support-lifecycle

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