



# Hewlett Packard Enterprise

June 1, 2017

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

Dear Customer,

Hewlett Packard Enterprise (HPE) is announcing the removal of HP branded media SKUs as part of the separation of HP Inc. and Hewlett Packard Enterprise. For customers with currently downloaded and installed media, there is no action required at this time.

Please note that this is not a product obsolescence, we are simply removing all the media SKUs corresponding to versions 12.0x of HP Performance Center and HP LoadRunner and version 12.2x of HP LoadRunner. Customers with active support contracts are eligible to update to HPE Performance Center and HPE LoadRunner 12.5x.

Customers on active support for versions 12.0x and 12.2x can continue to buy additional licenses and will be supported until the dates that were communicated previously on [SSO](#).

## Key Program Dates

HPE is committed to providing the highest level of customer care to you while you determine your future version strategy for your HP Performance Center and HP LoadRunner products.

Key program dates listed below for HP Performance Center 12.0x & 12.2x and HP LoadRunner 12.0x are based on HPE's time-based support policy under which end-of-support dates are announced as new product versions are released. Our goal is to provide you with a clear visibility into the support timeline of software products, enabling you to use this information to plan, test, and deploy new product versions. For more information, check our [Software Support Policy](#).

Please read below for key timelines and support options that are now available to you:

| DATE        | PROGRAM ACTIVITY                  |
|-------------|-----------------------------------|
| Jun 1, 2017 | End of Sale Customer Announcement |



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| Aug 14, 2017 | End of Sale for Media SKUs (no longer orderable or available for purchase) |
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#### **Previously Announced Support Timeline**

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| Mar 31, 2018 | End of Committed Support for HP Performance Center & HP LoadRunner 12.0x |
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| Mar 31, 2020 | End of Extended Support for HP Performance Center & HP LoadRunner 12.0x |
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| Mar 31, 2024 | End of Self-Help Support with Rights to New Versions for HP Performance Center & HP LoadRunner 12.0x |
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| Feb 28, 2019 | End of Committed Support for HP Performance Center 12.2x |
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| Feb 28, 2021 | End of Extended Support for HP Performance Center 12.2x |
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|              |  |
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| Feb 28, 2025 | End of Self-Help Support with Rights to New Versions for HP Performance Center 12.2x |
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Please refer to Appendix A for definition of terms for product obsolescence and Appendix B for the list of affected HP Performance Center and HP LoadRunner 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 HP Performance Center and HP LoadRunner. 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](https://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                      |
|----------|--|
| T7330FAE | HP Performance Center v12.00 Eng E-Media |
| T7330FSE | HP PC v12.00 SimplChinese SW E-Media     |
| T7330FKE | HP PC v12.00 Korean SW E-Media           |
| T7330FJE | HP PC v12.00 Japanese SW E-Media         |
| T7330FDE | HP PC v12.00 German SW E-Media           |
| T7330FVE | HP PC v12.00 Russian SW E-Media          |
| T7330GA  | HP Perf Center 12.20 Eng SW Media        |
| T7330GAE | HP Perf Center 12.20 Eng SW E-Media      |
| T7330GS  | HP Perf Center 12.20 S.Ch SW Media       |
| T7330GSE | HP Perf Center 12.20 S.Ch SW E-Media     |
| T7330GKE | HP Perf Center 12.20 Kor SW E-Media      |
| T7330GJE | HP Perf Center 12.20 Jpn SW E-Media      |
| T7330GDE | HP Perf Center 12.20 Grm SW E-Media      |
| T7330GVE | HP Perf Center 12.20 Rus SW E-Media      |
| T7330GFE | HP Perf Center 12.20 Fre SW E-Media      |
| T7177FAE | HP LoadRunner v12.00 Eng SW E-Media      |
| T7177FPE | HP LoadRunner v12.00 B.Prt SW E-Media    |
| T7177FUE | HP LoadRunner v12.00 Dut SW E-Media      |
| T7177FFE | HP LoadRunner v12.00 Fre SW E-Media      |
| T7177FDE | HP LoadRunner v12.00 Grm SW E-Media      |
| T7177FZE | HP LoadRunner v12.00 Itl SW E-Media      |
| T7177FVE | HP LoadRunner v12.00 Rus SW E-Media      |
| T7177FEE | HP LoadRunner v12.00 Spa SW E-Media      |
| T7177FJE | HP LoadRunner v12.00 Jpn SW E-Media      |
| T7177FKE | HP LoadRunner v12.00 Kor SW E-Media      |
| T7177FSE | HP LoadRunner v12.00 S.Ch SW E-Media     |