



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

HP Support October 2011

FT 9.5x

[Addressee's Name  
Addressee's Title  
Company Name  
Street Address  
City, Postal Code  
Country]

Dear HP Software Customer,

Hewlett-Packard (HP) is announcing version obsolescence of Functional Testing (FT 9.5x) effective as of the dates set forth below.

This letter is for FT 9.5x support customers worldwide, to inform you of our end of support plans.

#### **End of Sale / End of Support**

HP is committed to providing the highest level of customer care to you while you determine your future strategy for your FT 9.5x products. Please read below for key timelines and support options that are now available to you:

Date	Program Activity
October 1, 2011	Product discontinuance announced
December 1, 2011	End of sale (no longer orderable or available for purchase)
April 30, 2013	End of Support for FT 9.5x
April 30, 2015	End of Self-Help Support FT 9.5x

Please note that all FT 9.5x customers with active support contracts are eligible to upgrade to latest versions of FT 11.0 as a 1 for 1 license upgrade.

While these FT 9.5x versions may continue to meet your immediate needs, HP recommends that all customers upgrade to FT 11.0.

Please refer to attached Appendix A for definition of terms for product obsolescence and Appendix B for the list of affected FT 9.5x product numbers.

#### **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/go/hpssoftwaresupport](http://www.hp.com/go/hpssoftwaresupport)



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October 1, 2011  
Page 2

HP once again wishes to thank you for choosing FT 9.5x. We appreciate your business and look forward to continuing to serve your business needs in the future.

Sincerely,

HP Software Services

#### **APPENDIX A: Definitions**

This product version obsolescence is covered by version 4.3 of the support & obsolescence policy. Definitions of terms are provided by the HP Software product version obsolescence documented at: [www.hp.com/go/hpsupport/support-lifecycle](http://www.hp.com/go/hpsupport/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 HP Software 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 Software 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 HP 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-Support Date**

End-of-Support 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 Major and Minor version numbering). EOS also means the last date Software Change Requests (SCRs) will be accepted for a specified Version of a Product. After the EOS date, all SCRs will be planned for future versions, as applicable. Current patches for the version of the HP Software reaching EOS will remain available for electronic download for a reasonable period of time.

#### **Self-Help Support**

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For more information, go to [www.managementsoftware.hp.com](http://www.managementsoftware.hp.com)



Self-Help Support is an integral component of all HP Software Support contracts. Self-Help Support consists of web-based access to the online support Knowledge Base, which contains technical information for HP Software products including white papers, existing patches and known problems for a specific product version.

In some instances support for specific HP Software 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 HP's intent to communicate with affected HP Software product/product versions customers in a timely manner. However, there are cases where HP 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 HP Software 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: Effected product SKUs**

<b>T6513DA</b>	<b>HP FT 9.5 Seat Eng SW Manuals</b>
<b>T6511DA</b>	<b>HP FT 9.5 CC Eng SW Manuals</b>
<b>T6512DA</b>	<b>HP FT 9.5 Seat Eng SW Media</b>
<b>T6510DA</b>	<b>HP FT 9.5 CC Eng SW Media</b>
<b>T6518AA</b>	<b>HP Functional Testing Seat Usr SW LTU</b>
<b>T6519AA</b>	<b>HP Func'l. Testing Site CCUsr SW LTU</b>
<b>T6520AA</b>	<b>HP Func'l. Testing Area CCUsr SW LTU</b>
<b>T6521AA</b>	<b>HP Func'l. Testing Global Usr SW LTU</b>
<b>T6522AA</b>	<b>HP Upg FT Seat to Site CC Usr SW LTU</b>
<b>T6523AA</b>	<b>HP Upg FT Seat to Global CC Usr SW LTU</b>
<b>T6524AA</b>	<b>HP Upg FT Seat to Area CC Usr SW LTU</b>
<b>T6525AA</b>	<b>HP Upg FT Site to Global CC Usr SW LTU</b>
<b>T6526AA</b>	<b>HP Upg FT Site to Area CC Usr SW LTU</b>
<b>T6527AA</b>	<b>HP Upg FT Area to Global CC Usr SW LTU</b>
<b>T6528AA</b>	<b>HP QTProArea to FTGlobal CC Usr SW LTU</b>
<b>T6529AA</b>	<b>HP Upg WinRun Area to FT Global SW LTU</b>
<b>T6530AA</b>	<b>HP Upg WinRun Seat to FT Seat SW LTU</b>
<b>T6531AA</b>	<b>HP Upg WinRun Site to FT Site SW LTU</b>
<b>T6532AA</b>	<b>HP Upg WinRun Area to FT Area SW LTU</b>
<b>T6533AA</b>	<b>HP Upg QTP Seat to FT Seat SW LTU</b>
<b>T6534AA</b>	<b>HP Upg QTP Site to FT Site SW LTU</b>
<b>T6535AA</b>	<b>HP Upg QTP Area to FT Area SW LTU</b>

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October 1, 2011  
Page 4

T6512DAE	HP FT 9.5 Seat Eng SW E-Media
T6510DAE	HP FT 9.5 CC Eng SW E-Media
T6518AAE	HP Functional Testing Seat Usr SW E-LTU
T6519AAE	HP Func'l. Testing Site CCUsr SW E-LTU
T6520AAE	HP Func'l. Testing Area CCUsr SW E-LTU
T6521AAE	HP Func'l. Testing Global Usr SW E-LTU
T6522AAE	HP Upg FT Seat to Site CC Usr SW E-LTU
T6523AAE	HP Upg FT Seat to Global CC Usr SW E-LTU
T6524AAE	HP Upg FT Seat to Area CC Usr SW E-LTU
T6525AAE	HP Upg FT Site to Global CC Usr SW E-LTU
T6526AAE	HP Upg FT Site to Area CC Usr SW E-LTU
T6527AAE	HP Upg FT Area to Global CC Usr SW E-LTU
T6528AAE	HP QTProArea to FTGlobal CC Usr SW E-LTU
T6529AAE	HP Upg WinRun Area to FT Global SW E-LTU
T6530AAE	HP Upg WinRun Seat to FT Seat SW E-LTU
T6531AAE	HP Upg WinRun Site to FT Site SW E-LTU
T6532AAE	HP Upg WinRun Area to FT Area SW E-LTU
T6533AAE	HP Upg QTP Seat to FT Seat SW E-LTU
T6534AAE	HP Upg QTP Site to FT Site SW E-LTU
T6535AAE	HP Upg QTP Area to FT Area SW E-LTU

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