



Hewlett-Packard Company
690 East Middlefield Road
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www.hp.com

HP Support April 2012

QTP 9.1x & 9.2x

Program Change Alert

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

Dear HP Software Customer,

This is an update to the announcement Hewlett-Packard (HP) made regarding the discontinuance of Quick Test Professional (QTP) 9.1x & 9.2x. HP is announcing just the version obsolescence of QTP 9.1x & 9.2x instead of a complete product discontinuance effective as of the dates set forth below. You may continue to renew support for your QTP products and have access to the latest versions of QTP. You also have the option to purchase an upgrade to HP Unified Functional Testing includes all of the functionality of QTP, all the QTP add-ins, and HP Service Test for validating APIs and services without a GUI.

This letter is for QTP support customers worldwide, to inform you of our end of support plans for the specific QTP versions listed below.

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 QTP 9.1x & 9.2x 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 QTP 9.1x & 9.2x
April 30, 2015	End of Self-Help Support QTP 9.1x & 9.2x

While these QTP 9.1x & 9.2x versions may continue to meet your immediate needs, HP recommends that all customers upgrade to QTP 11.x. As mentioned above, you also have the option to purchase an upgrade to Unified Functional Testing. Unified Functional Testing contains all of the functionality of QTP, includes all the add-ins, and also helps teams test headless/services and composite applications.

Please refer to attached Appendix A for definition of terms for product obsolescence and Appendix B for the list of affected QTP 9.1x & 9.2x 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



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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/hpsoftwaresupport

HP once again wishes to thank you for choosing QTP. 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/hpsoftwaresupport/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

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(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

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

T6817AA	HP QTP Seat Ustr SAP R/3 SW LTU
T6818AA	HP QTP Seat Ustr SW LTU
T6822A	HP QTP Site CC Ustr SW LRU
T6510AJE	HP FuncTest CC't 9.0 Japanese SW E-Media
T6510AJ	HP FuncTest CC't 9.0 Japanese SW Media
T6510A	HP FuncTest CC't 9.0 Korean SW Media
T6510AKE	HP FuncTest CC't 9.0 Korean SW E-Media
T6510AS	HP FuncTest CC't 9.0 SimpChin SW Media
T6510ASE	HP FuncTest CC't 9.0 SimpChin SW E-Media
T6510BA	HP FuncTest CC't 9.1 Engl SW Media
T6510BAE	HP FuncTest CC't 9.1 Engl SW E-Media
T6510CA	HP FuncTest CC't 9.2 Engl SW Media
T6510CAE	HP FuncTest CC't 9.2 Engl SW E-Media
T6510CJ	HP FuncTest CC't 9.2 JPN SW Media. HP Functional Testing Concurrent 9.2 Japanese Software Media. Incl. software & electronic manuals.
T6510CK	HP FuncTest CC't 9.2 Korean SW Media
T6510CKE	HP FuncTest CC't 9.2 Korean SW E-Media

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T6510CS	HP FuncTest CC't 9.2 SimpChin SW Media
T6510CSE	HP FuncTest CC't 9.2 SimpChin SW E-Media
T6511AJ	HP FuncTest CC't 9.0 Jap'se SW Manuals
T6511BA	HP Func'l Test CC't 9.1 Engl SW Manuals
T6511CA	HP Func'l Test CC't 9.2 Engl SW Manuals
T6511CJ	HP Func'l Test CC't 9.2 JPN SW Manual.
T6512AJ	HP FuncTest Seat 9.0 Japanese SW Media
T6512AJE	HP FuncTest Seat 9.0 Japanese SW E-Media
T6512AK	HP FuncTest Seat 9.0 Korean SW Media
T6512AKE	HP FuncTest Seat 9.0 Korean SW E-Media
T6512AS	HP FuncTest Seat 9.0 SimpChin SW Media
T6512ASE	HP FuncTest Seat 9.0 SimpChin SW E-Media
T6512BA	HP Func'l Test Seat 9.1 Engl SW Media
T6512BAE	HP Func'l Test Seat 9.1 Engl SW E-Media
T6512CA	HP Func'l Test Seat 9.2 Engl SW Media
T6512CAE	HP Func'l Test Seat 9.2 Engl SW E-Media
T6512CJ	HP Func'l Test Seat 9.2 JPN SW Media. HP Functional Testing Seat 9.2 Japanese Software Media. Incl. software & electronic manuals.
T6512CK	HP Func'l Test Seat 9.2 Korean SW Media
T6512CKE	HP Func'l Test Seat 9.2 Kor SW E-Media
T6512CS	HP Func'l Test Seat 9.2 SChin SW Media
T6512CSE	HP Func'l Test Seat 9.2 SChin SW E-Media
T6513AJ	HP FuncTest Seat 9.0 Jap'se SW Manuals
T6513BA	HP Func'l Test Seat 9.1 Engl SW Manuals
T6513CA	HP Func'l Test Seat 9.2 Engl SW Manuals
T6513CJ	HP Func'l Test Seat 9.2 JPN SW Manual.
T6514AA	HP QtpWr to FT9.1 CCUpd Engl SW Media
T6514AAE	HP QtpWr to FT9.1 CCUpd Engl SW E-Media
T6514CA	HP QtpWr to FT9.2 CCUpd Engl SW Media
T6514CAE	HP QtpWr to FT9.2 CCUpd Engl SW E-Media
T6515AA	HP QtpWr to FT9.1 STUpd Engl SW Media
T6515AAE	HP QtpWr to FT9.1 STUpd Engl SW E-Media
T6515CA	HP QtpWr to FT9.2 SeatUpd Engl SW Media
T6515CAE	HP QtpWr to FT9.2 SeatUpd Eng SW E-Media
T6793AA	HP QTP .Net Add-in Area CC Usr SW LTU
T6794AA	HP QTP .Net Add-in Seat Usr SW LTU
T6795AA	HP QTP .Net Add-in Site CC Usr SW LTU
T6796AA	HP QTP SAP Sol Add-in Area CC Usr SW LTU
T6797AA	HP QTP SAP Sol Add-in Seat Usr SW LTU
T6798AA	HP QTP SAP Sol Add-in Site CC Usr SW LTU
T6804AA	HP QTP Java Add-in Area CC Usr SW LTU
T6805AA	HP QTP Java Add-in Seat Usr SW LTU
T6806AA	HP QTP Java Add-in Site CC Usr SW LTU
T6807AA	HP QTP Oracle Add-in Area CC Usr SW LTU
T6808AA	HP QTP Oracle Add-in Seat Usr SW LTU
T6809AA	HP QTP Oracle Add-in Site CC Usr SW LTU
T6810AA	HP QTP PeopleSft Addin Area CCUsr SW LTU

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T6811AA	HP QTP PeopleSoft Add-in Seat Usr SW LTU
T6812AA	HP QTP PeopleSft Addin Site CCUsr SW LTU
T6819AA	HP QTP Siebel Add-in Area CC Usr SW LTU
T6820AA	HP QTP Siebel Add-in Seat Usr SW LTU
T6821AA	HP QTP Siebel Add-in Site CC Usr SW LTU
T6823AA	HP QTP Stingray Add-in Area CCUsr SW LTU
T6824AA	HP QTP Stingray Add-in Seat Usr SW LTU
T6825AA	HP QTP Stingray Add-in Site CCUsr SW LTU
T6826AA	HP QTP Tmnl Emul Addin Area CCUsr SW LTU
T6827AA	HP QTP Term Emul Add-in Seat Usr SW LTU
T6828AA	HP QTP Tmnl Emul Addin Site CCUsr SW LTU
T6829AA	HP QTP VisualAge Addin Area CCUsr SW LTU
T6830AA	HP QTP VisualAge Add-in Seat Usr SW LTU
T6831AA	HP QTP VisualAge Addin Site CCUsr SW LTU
T6832AA	HP QTP Web Svcs Add-in Area CCUsr SW LTU
T6833AA	HP QTP Web Svcs Add-in Seat Usr SW LTU
T6834AA	HP QTP Web Svcs Add-in Site CCUsr SW LTU
T7857AA	HP QTPro SiebelAdd-In SW LTU
T8110AA	HP QTP Add mySAP.com Web Client SW LTU
T8184AJ	HP QTP .NET Add-in Japanese SW Media
T8193AA	HP QTP Java Add-in English SW Media
T8194AJ	HP QTP Oracle Add-in Japanese SW Media
T8195AJ	HP QTP SAP Add-in Japanese SW Media
T8196AA	HP QTP Siebel Add-in English SW Media
T8197AA	HP QTP TE Add-in English SW Media
T8198AJ	HP QTP WebSer Add-in Japanese SW Media
T7858AA	HP QuickTest Pro TE Add-In SW LTU

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