

Hewlett-Packard Company
3000 Hanover Street
Palo Alto, CA 94304

hp.com



July 1, 2014

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

Dear HP Software Customer,

Hewlett-Packard (HP) is announcing product obsolescence for Service Test Management effective as of the dates set forth below.

This letter is for Service Test Management 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 Service Test Management product. Please read below for key timelines and support options that are now available to you:

| Date | Program Activity |
|-------------------|---|
| July 1, 2014 | Product discontinuance announced |
| September 1, 2014 | End of sale (no longer orderable or available for purchase) |
| May 31, 2017 | End of Support for Service Test Management |

Quality Center (QC) Enterprise 11.5x and Application Lifecycle Management (ALM) 11.5x are the last versions to support Service Test Management. Prior to upgrading to QC Enterprise 12.00 and ALM 12.00, customers should have their support contract updated.

A couple of years ago HP stopped actively selling Service Test Management as there was declining adoption in the marketplace. Resources have been invested in other products and features and consequently we decided to make the product itself obsolete.

Please refer to attached Appendix A for definition of terms for product obsolescence and Appendix B for the list of affected Service Test Management product numbers.

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For more information, go to hp.com/go/software

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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: hp.com/go/hpssoftwaresupport

HP once again wishes to thank you for choosing Service Test Management. We appreciate your business and look forward to continuing to serve your business needs in the future.

Sincerely,

HP Software Services

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APPENDIX A: Definitions

This product version obsolescence is covered by version 4.4 of the HP Software Release & Support policy. Definitions of terms are provided by the HP Software product version obsolescence documented at:

hp.com/go/hpssoftwaresupport/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 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-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.

APPENDIX B: Affected Product SKUs

| SKU | Product Description |
|----------|--------------------------------------|
| T6476AA | HP QC Ent STM Site 5 CC Usr Pk LTU |
| T6476AAE | HP QC Ent STM Site 5 CC Usr Pk E-LTU |

| | |
|----------|--|
| T6477AA | HP QC Ent STM Area 5 CC Usr Pk LTU |
| T6477AAE | HP QC Ent STM Area 5 CC Usr Pk E-LTU |
| T9888AA | HP QC Ent STM Area 5Pk2Prem STM SW LTU |
| T9888AAE | HP QC Ent STM Area 5Pk2Prem STM SW E-LTU |
| TB013AA | HP QC Ent STM Area CC Usr SW LTU |
| TB013AAE | HP QC Ent STM Area CC Usr SW E-LTU |
| TB014AA | HP QC Ent STM Site CC Usr SW E-LTU |
| TB014AAE | HP QC Ent STM Site CC Usr SW E-LTU |
| T7395AA | HP QC Ent w/STM 5 Pk Site2Area SW LTU |
| T7395AAE | HP QC Ent w/STM 5 Pk Site2Area SW E-LTU |
| TB017AA | HP QC Ent STM SiteToArea Usr SW LTU |
| TB017AAE | HP QC Ent STM SiteToArea Usr SW E-LTU |
| T6478AA | HP QC Ent STM Global 5 CC Usr Pk LTU |
| T6478AAE | HP QC Ent STM Global 5 CC Usr Pk E-LTU |
| TB015AA | HP QC Ent STM Global CC Usr SW LTU |
| TB015AAE | HP QC Ent STM Global CC Usr SW E-LTU |
| T7394AA | HP QC Ent w/STM 5 Pk Site2Gbl SW LTU |
| T7394AAE | HP QC Ent w/STM 5 Pk Site2Gbl SW E-LTU |
| T7396AA | HP QC Ent w/STM 5 Pk Area2Gbl SW LTU |
| T7396AAE | HP QC Ent w/STM 5 Pk Area2Gbl SW E-LTU |
| TB016AA | HP QC Ent STM AreaToGbl Usr SW LTU |
| TB016AAE | HP QC Ent STM AreaToGbl Usr SW E-LTU |
| TB018AA | HP QC Ent STM SiteToGbl Usr SW LTU |
| TB018AAE | HP QC Ent STM SiteToGbl Usr SW E-LTU |
| T9869AA | HP ALM STM Area 5CC UsrPk SW LTU |
| T9869AAE | HP ALM STM Area 5CC UsrPk SW E-LTU |
| TB009AA | HP ALM STM Area CC Usr SW LTU |
| TB009AAE | HP ALM STM Area CC Usr SW E-LTU |
| TB012AA | HP QC Ent STM Area2ALM STM SW LTU |
| TB012AAE | HP QC Ent STM Area2ALM STM SW E-LTU |
| TB641AA | HP ALM STM Site CC Usr SW LTU |
| TB641AAE | HP ALM STM Site CC Usr SW E-LTU |
| TB640AA | HP ALM STM Site 5CC Usr Pk SW LTU |
| TB640AAE | HP ALM STM Site 5CC Usr Pk SW E-LTU |

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|----------|--|
| TB639AA | HP QC Ent STM Site 2 ALM STM SW LTU |
| TB639AAE | HP QC Ent STM Site 2 ALM STM SW E-LTU |
| TB638AA | HP QC Ent STM Site 5P2ALM STM SW LTU |
| TB638AAE | HP QC Ent STM Site 5P2ALM STM SW E-LTU |
| TB643AA | HP ALMSTM 5P St2Area CC Usr SW LTU |
| TB643AAE | HP ALMSTM 5P St2Area CC Usr SW E-LTU |
| TB642AA | HP ALM STM St2Area CC Usr SW LTU |
| TB642AAE | HP ALM STM St2Area CC Usr SW E-LTU |
| T9868AA | HP ALM STM Gbl 5CC UsrPk SW LTU |
| T9868AAE | HP ALM STM Gbl 5CC UsrPk SW E-LTU |
| TB008AA | HP ALM STM Gbl CC Usr SW LTU |
| TB008AAE | HP ALM STM Gbl CC Usr SW E-LTU |
| TB011AA | HP QC Ent STM Gbl2ALM Gbl STM SW LTU |
| TB011AAE | HP QC Ent STM Gbl2ALM Gbl STM SW E-LTU |
| T9883AA | HP QC Ent STM 5Pk2ALM STM Gbl SW LTU |
| T9883AAE | HP QC Ent STM 5Pk2ALM STM Gbl SW E-LTU |
| TB010AA | HP ALM STM AreaToGbl Usr SW LTU |
| TB010AAE | HP ALM STM AreaToGbl Usr SW E-LTU |
| TB653AA | HP ALM STM St2Gbl CC Usr SW LTU |
| TB653AAE | HP ALM STM St2Gbl CC Usr SW E-LTU |
| TB652AA | HP ALM STM 5P St2Gbl CC Usr SW LTU |
| TB652AAE | HP ALM STM 5P St2Gbl CC Usr SW E-LTU |
| T9878AA | HP ALM STM 5Pk AreaToGbl SW LTU |
| T9878AAE | HP ALM STM 5Pk AreaToGbl SW E-LTU |
| T6486AA | HP STM for QC Site CC Usr SW LTU |
| T6486AAE | HP STM for QC Site CC Usr SW E-LTU |
| T6487AA | HP STM for QC Area CC Usr SW LTU |
| T6487AAE | HP STM for QC Area CC Usr SW E-LTU |
| T6488AA | HP STM for QC Global CC Usr SW LTU |
| T6488AAE | HP STM for QC Global CC Usr SW E-LTU |
| T7409AA | HP QC STM Area to Global SW LTU |
| T7409AAE | HP QC STM Area to Global SW E-LTU |
| T7407AA | HP QC STM Site to Global SW LTU |
| T7407AAE | HP QC STM Site to Global SW E-LTU |

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| | |
|----------|---------------------------------|
| T7408AA | HP QC STM Site to Area SW LTU |
| T7408AAE | HP QC STM Site to Area SW E-LTU |

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