

HP Business Process Testing for SAP Applications. Obsolescence Announcement

Frequently Asked Questions

On September 1, 2014, HP announced the end of sale date and end of support dates for HP Business Process Testing for SAP Applications.

This document provides answers to frequently asked questions regarding this announcement.

Product related questions

Question When is HP discontinuing HP Business Process Testing for SAP Applications?

Answer Effective September 1, 2014, HP is announcing the discontinuance of HP Business Process Testing for SAP Applications. Current customers may continue to purchase additional licenses of HP Business Process Testing for SAP Applications until November 1, 2014. As of this date, the product will be removed from HP's Corporate Price List and will no longer be orderable.

Question What product numbers are affected by this obsolescence?

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

Question When is the last date I can order HP Business Process Testing for SAP Applications?

Answer HP Business Process Testing for SAP Applications will continue to be available for purchase to current support customers through November 1, 2014. As of that date, you will no longer be able to purchase additional licenses of the product.

Question Can I still purchase additional licenses for HP Business Process Testing for SAP Applications? If yes, how?

Answer Additional licenses may not be purchased for versions that are discontinued and past their end of sale date.

Question Who 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: hp.com/go/hpssoftwaresupport/
- HP Technical Support: hp.com/go/hpssoftwaresupport/casemanager/submitcase

Sign up for updates
hp.com/go/swupdatealerts

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Support contract related questions

<i>Question</i>	What is the end of support date?
<i>Answer</i>	The End of Support date for HP Business Process Testing for SAP Applications is August 31, 2016. As of this date all customer support activities for this version will cease, this includes: <ul style="list-style-type: none">• Telephone support• Security Rule updates• Product upgrades
<i>Question</i>	Are there any other key dates I need to be aware of?
<i>Answer</i>	Please see Customer Letter page 1 for key dates.
<i>Question</i>	What are my discontinuance options?
<i>Answer</i>	Customers have the option to continue using HP Business Process Testing for SAP Applications. HP will stop providing support for HP Business Process Testing for SAP Applications on August 30, 2016. Customers are encouraged to begin reviewing their business requirements for HP Business Process Testing for SAP Applications.
<i>Question</i>	Should there be a defect with a version of HP Business Process Testing for SAP Applications for which no defect fixing is done anymore, can I pay for a fix to be implemented on my request?
<i>Answer</i>	HP may choose to offer defect fixes at a premium price, depending on available resources.

For more information

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

hp.com/go/software
hp.com/go/hpsoftwaresupport/
hp.com/go/hpsoftwaresupport/support-lifecycle

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