



November 1, 2014

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

Dear HP Software Customer,

Hewlett-Packard (HP) is announcing the End of Sale of the following product versions

- HP Unified Functional Testing (UFT) 11.0x
- HP Functional Testing (FT) 11.0x
- HP QuickTest Professional (QTP) 11.0x
- HP QuickTest Professional Essentials (QTP-E) 11.0x
- associated HP Adoption Readiness Tool (ART) courses

effective as of the date set forth below.

This letter is for all UFT/FT/QTP/QTP-E 11.0x support customers worldwide, to inform you of our end of sale 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 UFT/FT/QTP/QTP-E 11.0x products. Please read below for key timelines and support options that are now available to you:

Date	Program Activity
November 1, 2014	Customer Announcement for End of Sale
January 1, 2015	End of Sale (no longer orderable or available for purchase)
Previously announced on Software Support Online	
February 28, 2015	End of Committed Support for UFT 11.0x, FT 11.0x & QTP 11.0x
February 28, 2017	End of Extended Support UFT 11.0x, FT 11.0x & QTP 11.0x
August 31, 2015	End of Committed Support for QTP-E 11.0x
August 31, 2017	End of Extended Support QTP-E 11.0x

November 1, 2014

Please note that all UFT/FT/QTP/QTP-E 11.0x customers with active support contracts are eligible to upgrade to the 12.0x version of the corresponding product.

While these UFT/FT/QTP/QTP-E 11.0x version may continue to meet your immediate needs, HP recommends that all customers upgrade to the 12.0x version of the corresponding product.

Please refer to attached Appendix A for definition of terms for product obsolescence and Appendix B for the list of affected UFT/FT/QTP/QTP-E 11.0x 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 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/hpsoftwaresupport

HP once again wishes to thank you for choosing UFT/FT/QTP/QTP-E. 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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For more information, go to hp.com/go/software

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 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 Major and Minor 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 HP Software reaching EOCS will remain available for electronic download for a reasonable period of time.

End of Extended Support

Extended Support is provided on customer request for an additional 2 years after End-of-Committed Support (EOES) Date. Extended 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.

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

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.

Dependent Components and Third-Party Products

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: Affected Product SKUs

SKU	Product Description
T6508BA	HP UFT 11.00 CC Eng SW Media
T6508BAE	HP UFT 11.00 CC Eng SW E-Media
T6509BA	HP UFT 11.00 Seat Eng SW Media
T6509BAE	HP UFT 11.00 Seat Eng SW E-Media
T6512FA	HP FT 11.00 Seat Eng SW Media

T6512FAE	HP FT 11.00 Seat Eng SW E-Media
T6510FA	HP FT 11.00 CC Eng SW Media
T6510FAE	HP FT 11.0 CC Eng SW E-Media
T6510FD	HP FT 11.00 German SW Media
T6510FDE	HP FT 11.00 German SW E-Media
T6510FE	HP FT 11.00 Spanish SW Media
T6510FEE	HP FT 11.00 Spanish SW E-Media
T6510FF	HP FT 11.00 French SW Media
T6510FFE	HP FT 11.00 French SW E-Media
T6510FJ	HP FT 11.00 Japanese SW Media
T6510FJE	HP FT 11.00 Japanese SW E-Media
T6510FP	HP FT 11.00 Brazil Portugese SW Media
T6510FPE	HP FT 11.00 Brazil Portugese SW E-Media
T6510FS	HP FT 11.00 Simpl Chinese SW Media
T6510FSE	HP FT 11.00 Simpl Chinese SW E-Media
T6510FU	HP FT 11.00 Dutch SW Media
T6510FUE	HP FT 11.00 Dutch SW E-Media
T6510FV	HP FT 11.00 Russian SW Media
T6510FVE	HP FT 11.00 Russian SW E-Media
T6510FZ	HP FT 11.00 Italian SW Media
T6510FZE	HP FT 11.00 Italian SW E-Media
T6802DK	HP FT 11.00 Korean SW Media
T6802DKE	HP FT 11.00 Korean SW E-Media
TF169AA	HP QTP Essentials 11.00 Eng SW Media
TF169AAE	HP QTP Essentials 11.00 Eng SW E-Media
TD566AAE	HP ART 4.4 QTP11.0 Course Eng SW E-Media
TD566CAE	HP ART 5.10 QTP 11.00 Crs Eng SW E-Media