



January 01, 2015

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

Dear HP Software Customer,

Hewlett-Packard (HP) is announcing version discontinuance of HP Service Test 8.x, 9.x, 11.0x & 11.1x and End of Sale of the HP Service Test versions 11.2x effective as of the dates set forth below.

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

<b>Date</b>	<b>Program Activity</b>
January 1, 2015	Customer Announcement
March 1, 2015	End of sale (no longer orderable / available for purchase) for 8.x, 9.x, 11.0x, 11.1x & 11.2x
<b>HP Service Test 8.x, 9.x, 11.0x and 11.1x</b>	
August 31, 2015	End of Support for HP Service Test 8.x, 9.x, 11.0x & 11.1x
August 31, 2017	End of Self-help Support for HP Service Test 8.x, 9.x, 11.0x & 11.1x
<b>HP Service Test 11.2x / Previously announced on SSO on July 1, 2012</b>	
August 31, 2015	End of Committed Support for HP Service Test 11.2x
August 31, 2017	End of Extended Support HP Service Test 11.2x
August 31, 2019	End of Self-Help Support for HP Service Test 11.2x

Please note that all HP Service Test customers with active support contracts are eligible to upgrade to the 12.0x version of the product.

While these HP Service Test versions may continue to meet your immediate needs, HP recommends that all customers upgrade to the 12.0x version of the product.

January 1, 2015

Please refer to attached Appendix A for definition of terms for product obsolescence and Appendix B for the list of affected HP Service Test 8.x, 9.x, 11.0x, 11.1x & 11.2x 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](http://hp.com/go/hpsoftwaresupport)

HP once again wishes to thank you for choosing HP Service Test. 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 4.4 of the HP Software Release & Support policy. Definitions of terms are provided by the HP Software product version obsolescence documented at:

[hp.com/go/hpsoftwaresupport/support-lifecycle](http://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 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.

### 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: Affected Product SKUs

SKU	Product Description
T6552AA	HP Service Test 8.1 English SW Media
T6552AAE	HP Service Test 8.1 English SW E-Media
T6552BA	HP Service Test 9 English SW Media
T6552BAE	HP Service Test 9 English SW EMedia
T6552BJ	HP Service Test 9.00 Jap SW Media
T6552BJE	HP Service Test 9.00 Jpn SW E-Media
T6552CA	HP Service Test 9.10 Eng SW Media
T6552CAE	HP Service Test 9.10 Eng SW E-Media
T6552DA	HP Service Test 9.5 Eng SW Media
T6552DAE	HP Service Test 9.5 Eng SW E-Media
T6552EA	HP Service Test 11.00 Eng SW Media
T6552EAE	HP Service Test 11.00 Eng SW E-Media
T6552FA	HP Service Test 11.10 Eng SW Media
T6552FAE	HP Service Test 11.10 Eng SW E-Media
T6552GA	HP Service Test 11.20 Eng SW Media
T6552GAE	HP Service Test 11.20 Eng SW E-Media