



May 1, 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

- WebInspect 7.5x, 8.x, 9.x, 10.0x, 10.1x & 10.2x
- WebInspect Enterprise 9.3x, 10.0x, 10.1x, 10.2x
- WebInspect Enterprise Build to Order Starter Edition Suite 2012.09, 2013.06, 2013.09, 2014.04

effective as of the dates set forth below.

This letter is for WebInspect 7.5x, 8.x, 9.x, 10.0x, 10.1x & 10.2x, WebInspect Enterprise 9.3x, 10.0x, 10.1x, 10.2x and WebInspect Enterprise Build to Order Starter Edition Suite 2012.09, 2013.06, 2013.09, 2014.04 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 WebInspect products. Please read below for key timelines and support options that are now available to you:

Date	Program Activity
May 1, 2015	Product discontinuance announced
July 1, 2015	End of sale (no longer orderable or available for purchase)
October 31, 2015	End of Support for: <ul style="list-style-type: none"><li>• WebInspect 7.5x, 8.x, 9.x, 10.0x &amp; 10.1x</li><li>• WebInspect Enterprise 9.3x, 10.0x, 10.1x</li><li>• WebInspect Enterprise Build to Order Starter Edition Suite 2012.09, 2013.06, 2013.09</li></ul>
Mar 31, 2016	End of Support for:

	<ul style="list-style-type: none"> <li>• WebInspect 10.2x</li> <li>• WebInspect Enterprise 10.2x</li> <li>• WebInspect Enterprise Build to Order Starter Edition Suite 2014.04</li> </ul>
October 31, 2017	<p>End of Self-Help Support for:</p> <ul style="list-style-type: none"> <li>• WebInspect 7.5x, 8.x, 9.x, 10.0x &amp; 10.1x</li> <li>• WebInspect Enterprise 9.3x, 10.0x, 10.1x</li> <li>• WebInspect Enterprise Build to Order Starter Edition Suite 2012.09, 2013.06, 2013.09</li> </ul>
Mar 31, 2018	<p>End of Self-Help Support for:</p> <ul style="list-style-type: none"> <li>• WebInspect 10.2x</li> <li>• WebInspect Enterprise 10.2x</li> <li>• WebInspect Enterprise Build to Order Starter Edition Suite 2014.04</li> </ul>

Please note that all WebInspect customers with active support contracts are eligible to update to WebInspect 10.4x, WebInspect Enterprise 10.4x and WebInspect Enterprise Build to Order Starter Edition Suite 2015.04.

While these WebInspect 7.5x, 8.x, 9.x, 10.0x,10.1x & 10.2x, WebInspect Enterprise 9.3x, 10.0x, 10.1x, 10.2x and WebInspect Enterprise Build to Order Starter Edition Suite 2012.09, 2013.06, 2013.09, 2014.04 versions may continue to meet your immediate needs, HP recommends that all customers update to WebInspect WebInspect 10.4x, WebInspect Enterprise 10.4x and WebInspect Enterprise Build to Order Starter Edition Suite 2015.04.

Please refer to attached Appendix A for definition of terms for product obsolescence and Appendix B for the list of affected WebInspect 7.5x, 8.x, 9.x, 10.0x,10.1x & 10.2x, WebInspect Enterprise 9.3x, 10.0x, 10.1x, 10.2x and WebInspect Enterprise Build to Order Starter Edition Suite 2012.09, 2013.06, 2013.09, 2014.04 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)

May 1, 2015

HP once again wishes to thank you for choosing WebInspect 7.5x, 8.x, 9.x, 10.0x,10.1x & 10.2x, WebInspect Enterprise 9.3x, 10.0x, 10.1x, 10.2x and WebInspect Enterprise Build to Order Starter Edition Suite 2012.09, 2013.06, 2013.09, 2014.04. 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](http://hp.com/go/software)

## APPENDIX A: Definitions

This product version obsolescence is covered by version 1.1 of the HP Enterprise Security Products Support Policy. Definitions of terms are provided by the HP Software product version obsolescence documented at:

[hp.com/go/hpsupport/support-lifecycle](http://hp.com/go/hpsupport/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
T8810AAE	HP WebInspect 7.5 English SW E-Media
T8810AJE	HP WebInspect 7.5 Japanese SW E-Media
T8810BAE	HP WebInspect 8.00 English SW E-Media
T8810BJE	HP WebInspect 8.00 Japanese SW E-Media
T8810CAE	HP WebInspect 8.10 English SW E-Media
T8810CJE	HP WebInspect 8.10 Japanese SW E-Media
T8810DAE	HP WebInspect 9.00 English SW E-Media
T8810DJE	HP WebInspect 9.00 Japanese SW E-Media
T8810DKE	HP WebInspect 9.00 Korean SW E-Media
T8810DSE	HP WebInspect 9.00 SimChinese SW E-Media
T8810EAE	HP WebInspect 9.10 English SW E-Media
T8810EJE	HP WebInspect 9.10 Japanese SW E-Media
T8810EKE	HP WebInspect 9.10 Korean SW E-Media
T8810ESE	HP WebInspect 9.10 SmpChinese SW E-Media
T8810FAE	HP Webinspect 9.20 English SW E-Media
T8810FJE	HP WebInspect 9.20 Jpn E-Media
T8810FKE	HP WebInspect 9.20 Kor E-Media

T8810FSE	HP WebInspect 9.20 S.Ch E-Media
T8810GAE	HP WebInspect 9.30 English SW E-Media
T8810GJE	HP WebInspect 9.30 Jpn SW E-Media
T8810GKE	HP WebInspect 9.30 Kor SW E-Media
T8810GSE	HP WebInspect 9.30 S.Ch SW E-Media
TF289AAE	HP WI Enterprise 9.30 Eng SW E-Media
TF287AAE	HP SSCWIEB20SE Ste2012.09 Eng SW E-Media
T8810HAE	HP WebInspect 10.00 Eng SW E-Media
T8810HJE	HP WebInspect 10.00 Jpn SW E-Media
T8810HKE	HP WebInspect 10.00 Kor SW E-Media
T8810HSE	HP WebInspect 10.00 S.Ch SW E-Media
T8810HTE	HP WebInspect 10.00 T.Ch SW E-Media
TF289BAE	HP WI Enterprise 10.00 Eng SW E-Media
TF269BAE	HP WI Ent B20 Sensor 10.00 SW E-Media
TF287BAE	HP SSCWIEB20SE Ste2013.06 Eng SW E-Media
T8810IAE	HP WebInspect 10.10 Eng SW E-Media
TF289CAE	HP WI Enterprise 10.10 Eng SW E-Media
TF269CAE	HP WI Ent B20 Sensor 10.10 SW E-Media
TF287CAE	HP SSCWIEB20SE Ste2013.09 Eng SW E-Media
T8810JAE	HP WebInspect 10.20 Eng SW E-Media
T8810IJE	HP WebInspect 10.20 Jpn E-Media
T8810IKE	HP WebInspect 10.20 Kor E-Media
T8810ISE	HP WebInspect 10.20 S.Ch E-Media
T8810ITE	HP WebInspect 10.20 T.Ch SW E-Media
T8810IEE	HP WebInspect 10.20 Spa SW E-Media
TF289DAE	HP WI Enterprise 10.20 Eng SW E-Media
TF269DAE	HP WI Ent B20 Sensor 10.20 SW E-Media
TF287DAE	HP SSCWIEB20SE Ste2014.04 Eng SW E-Media