

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

hp.com



October 1, 2015

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

Dear HP Software Customer,

Hewlett-Packard (HP) is announcing product obsolescence of HP Quality Center Sprinter 11.0x effective as of the date set forth below. This program does not affect any of the other existing HP Quality Center products and versions; it does not affect the Sprinter functionality that is an integral part of the Quality Center product.

This letter is for HP Quality Center Sprinter support customers worldwide, to inform you of our product obsolescence 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 Quality Center Sprinter products. Please read below for key timelines and support options that are now available to you:

Date	Program Activity
Oct 1, 2015	End of Sale customer announcement
Dec 1, 2015	End of Sale (no longer orderable or available for purchase)
Feb 28, 2017	End of Support for HP Quality Center Sprinter 11.0x

Please refer to attached Appendix A for definition of terms for product obsolescence and Appendix B for the list of affected HP Quality Center Sprinter 11.0x product numbers.

More information

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

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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 HP Quality Center Sprinter 11.0x. 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 5 of the HP Software Release & Support policy. Definitions of terms are provided by the HP Software product version obsolescence documented at:

<https://softwaresupport.hp.com/web/softwaresupport/obsolescence-migrations>

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 (*EOCS)

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.

APPENDIX B: Affected Product SKUs

SKU	Product Description
TG924AAE	HP QC Sprinter 10 Site CCUsr Pk SW E-LTU
TG925AAE	HP QC Sprinter 30 Site CCUsr Pk SW E-LTU
TG926AAE	HP QC Sprinter 50 Site CCUsr Pk SW E-LTU

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TG927AAE	HP QC Sprinter2QCE 10PkSCCU Upg SW E-LTU
TG928AAE	HP QC Sprinter2QCE 30PkSCCU Upg SW E-LTU
TG929AAE	HP QC Sprinter2QCE 50PkSCCU Upg SW E-LTU
TD858AAE	HP QC Sprinter 11.00 SW E-Media

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