February 1, 2016

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

Dear Customer,

Hewlett Packard Enterprise is announcing End of Sale of older Quick Test Professional (QTP) licenses and Service Test and WinRunner upgrade licenses effective as of the date set forth below.

This letter is for QTP, Service Test and WinRunner support customers worldwide, to inform you of our end of sale plans.

End of Sale & End of Support

HPE is committed to providing the highest level of customer care to you while you determine your future strategy for your QTP, Service Test and WinRunner products. Please read below for key timelines and support options that are now available to you:

DATE	PROGRAM ACTIVITY
February 1, 2016	End of Sale customer announcement
April 1, 2016	End of Sale (no longer orderable or available for purchase)
The end of support dates for these licenses relate to the end of support dates for Unified Functional Testing 12.0x, which were previously announced:	
Mar 31, 2018	End of Committed Support for Unified Functional Testing 12.0x
Mar 31, 2020	End of Extended Support for Unified Functional Testing 12.0x
Mar 31, 2024	End of Self-Help Support with Rights to New Versions for Unified Functional Testing 12.0x

Quick Test Professional licenses:
- QTP tiered licenses are replaced by single QTP Concurrent User licenses
- QTP SAP R/3 license is replaced by single QTP Seat User license and SAP Solution Add-in Seat User license

Service Test upgrade licenses:
- Based on the upgrade license that customers bought, support contracts will be updated to reflect the appropriate Service Test license.

WinRunner upgrade licenses:
- Based on the upgrade license that customers bought, support contracts will be updated to reflect the appropriate Unified Functional Test license.

Please refer to Appendix A for definition of terms for product obsolescence and Appendix B for the list of affected QTP, Service Test and WinRunner 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 HPE sales representative or HPE business partner. When providing information, please include your name, country, phone number, company name, product number and your HPE service agreement identifier or HPE system handle.

In addition, for technical assistance and information, please visit Software Support Online: **hpe.com/software/support**

HPE once again wishes to thank you for choosing Unified Functional Testing products. We appreciate your business and look forward to continuing to serve your business needs in the future.

Sincerely,
Hewlett Packard Enterprise

Hewlett Packard Enterprise

Appendix A: Definitions

This product version obsolescence is covered by version 5 of our Release & Support policy. Definitions of terms are provided by the product version obsolescence guidelines documented at hpe.com/software/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 HPE 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 HPE 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 HPE 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 the 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 product reaching EOCS will remain available for electronic download for a reasonable period of time.

End of Extended Support Date

Extended Support is provided for an additional 2 years after EOCS Date. Extended Support consists of web-based access to the online support Knowledge Base, which contains technical information for HPE 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 with Rights to New Versions

Self-Help Support with Rights to New Version is an integral component of all software support contracts. Self-Help Support with Rights to New Versions consists of web-based access to the online support Knowledge Base, which contains technical information for HPE products including white papers, existing patches and known problems for a specific product version. Upon the expiration of Extended Support for a product or product version, and for which a successor product or product version is commercially available, HPE offers a minimum of four (4) years of Self-Help Support with Rights to New Versions.

Dependent Components and Third-Party Products

In some instances support for specific HPE 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 HPE's intent to communicate with affected HPE product/product version customers in a timely manner. However, there are cases where HPE 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 HPE 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
T6562AAE	HP Upg ST Site to Area CC Usr SW E-LTU
T6563AAE	HP Upg ST Area to Global CC Usr SW E-LTU
T6559AAE	HP Upg ST Seat to Global CC Usr SW E-LTU
T6558AAE	HP Upg ST Seat to Site CC Usr SW E-LTU
T6560AAE	HP Upg ST Seat to Area CC Usr SW E-LTU
T8217AA	HP QTP 8.2 Site Conc 1-4 User SW LTU
T8218AA	HP QTP 8.2 Site Conc 5-9 User SW LTU
T8219AA	HP QTP 8.2 Site Conc 10+ User SW LTU
T8220AA	HP QTP 8.2 Area Conc 1-4 User SW LTU
T8222AA	HP QTP 8.2 Area Conc 10+ User SW LTU
T6817AA	HP QTP Seat Usr SAP R/3 SW LTU
TA346AAE	HP WR Area CC Usr to FT Area SW E-LTU
TA347AAE	HP WR Seat to FT Seat SW E-LTU
TA348AAE	HP WR Site CC Usr to FT Site SW E-LTU
TA349AAE	HP WR Area CC Usr to FT Gbl SW E-LTU
TA364AAE	HP WR Area CC to HP UFT Area SW E-LTU
TA365AAE	HP WR Seat to HP UFT Seat SW E-LTU
TA366AAE	HP WR Site CC to HP UFT Site SW E-LTU
TA367AAE	HP WR Area CC to HP UFT Gbl SW E-LTU