

May 2, 2016

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

Dear Customer,

Hewlett Packard Enterprise is announcing the support extension for HP LoadRunner/Performance Center (LR/PC) Diagnostics 9.2x effective as of the date set forth below.

This letter is for HP LR/PC Diagnostics support customers worldwide, to inform you of our end of support extension plans.

End of Support

HPE is committed to providing the highest level of customer care to you while you determine your future strategy for your HP LR/PC Diagnostics products. Please read below for the updated timelines and support options that are now available to you:

DATE	PROGRAM ACTIVITY
Previously announced support timeline:	
August 31, 2016	End of Committed Support for HP LR/PC Diagnostics 9.2x
August 31, 2018	End of Extended Support for HP LR/PC Diagnostics 9.2x
August 31, 2022	End of Self-Help Support with Rights to New Versions for HP LR/PC Diagnostics 9.2x
Updated support timeline:	
October 31, 2019	End of Committed Support for HP LR/PC Diagnostics 9.2x
October 31, 2021	End of Extended Support for HP LR/PC Diagnostics 9.2x
October 31, 2025	End of Self-Help Support with Rights to New Versions for HP LR/PC Diagnostics 9.2x



We are aligning the EOCS, EOES and EOSHS dates with the dates for HP LoadRunner and HP Performance Center 12.5x, because these versions support HP LR/PC Diagnostics 9.2x.

Please refer to Appendix A for definition of terms for product obsolescence and Appendix B for the list of affected HP LR/PC Diagnostics 9.2x product numbers.

More information

Should you have any questions about this end of support extension 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 HP LoadRunner/Performance Center Diagnostics 9.2x. We appreciate your business and look forward to continuing to serve your business needs in the future.

Sincerely,
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
TB187AAE	HP LR/PC Diag f/Comp ApplInst 1M SW E-LTU
TF988AAE	HP LR/PC Diag Comp OS Inst 1M SW E-LTU
A8B80AAE	HP Diag LR PC P E 1+ OSI 1Y SW E-LTU
A8B81AAE	HP Diag LR PC P E 20+ OSI 1Y SW E-LTU
A8B82AAE	HP Diag LR PC P E 100+ OSI 1Y SW E-LTU
A8B83AAE	HP Diag LR PC P E 500+ OSI 1Y SW E-LTU
TC201AAE	HP LR/PC Diag f/Comp ApplInst 1Y SW E-LTU
TF989AAE	HP LR/PC Diag Comp OS Inst 1Y SW E-LTU
TB186AAE	HP LR/PC Diag f/Comp ApplInst 3M SW E-LTU
TF987AAE	HP LR/PC Diag Comp OS Inst 3M SW E-LTU
TB141AAE	HP LR/PC Diag for Comp ApplInst SW E-LTU
A8B69AAE	HP Diag LR PC Pre Ed 1+ OSI SW E-LTU
A8B70AAE	HP Diag LR PC Pre Ed 20+ OSI SW E-LTU
A8B71AAE	HP Diag LR PC Pre Ed 100+ OSI SW E-LTU
A8B72AAE	HP Diag LR PC Pre Ed 500+ OSI SW E-LTU
TF972AAE	HP LR/PC Diag Comp 1+ OS Inst SW E-LTU
TF973AAE	HP LR/PC Diag Comp 21+ OS Inst SW E-LTU
TF974AAE	HP LR/PC Diag Comp 101+ OS Inst SW E-LTU
TF975AAE	HP LR/PC Diag Comp 501+ OS Inst SW E-LTU
TB142AAE	HP LR/PC Diag for SOA ApplInst SW E-LTU