Hewlett Packard Enterprise

November 1, 2016

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

Dear Customer,

Hewlett Packard Enterprise is announcing the product obsolescence for Turnkey Business Process Testing Accelerator effective as of the date set forth below. The OEM Agreement with Turnkey has been terminated and HPE is not allowed to sell this product anymore.

This letter is for Turnkey Business Process Testing Accelerator support customers worldwide, to inform you of our end of sale and end of support 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 Turnkey Business Process Testing Accelerator products.

Key program dates listed below for Turnkey Business Process Testing Accelerator are based on HPE's time-based support policy under which end-of-support dates are announced as new product versions are released. Our goal is to provide you with a clear visibility into the support time-line of software products, enabling you to use this information to plan, test, and deploy new product versions. For more information, check our **Software Support Policy**.

Please read below for key timelines and support options that are now available to you:

DATE	PROGRAM ACTIVITY
November 1, 2016	Product obsolescence customer announcement
November 1, 2016	End of Sale (no longer orderable or available for purchase)
December 31, 2018	End of Support for Turnkey Business Process Testing Accelerator

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Palo Alto, CA 94304
USA
hpe.com

Please refer to Appendix A for definition of terms for product obsolescence and Appendix B for the list of affected Turnkey Business Process Testing Accelerator 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 Turnkey Business Process Testing Accelerator. 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 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 the version numbering). End of Support also means the last date Software Change Requests (SCRs) will be accepted for a specified Version of a Product. Current patches for the version of the product reaching End of Support will remain available for electronic download for a reasonable period of time.

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))

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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
TF243AAE	TurnKey BPTAcc cFactory CC User SW E-LTU
TF244AAE	TurnKey BPTAccDocEng1Dev10CCVwr SW E-LTU
TF245AAE	TurnKey BPTAcc Cont+CC User SAP SW E-LTU
TF246AAE	TurnKey BPTAcc CC User SAP SW E-LTU
TF247AAE	TurnKey BPTAcc Cont+CC User Ora SW E-LTU
TF248AAE	TurnKey BPTAcc CC User Ora SW E-LTU
TF249AAE	TurnKey BPTAcc Cont+CCUsr PplSf SW E-LTU
TF250AAE	TurnKey BPTAcc CC Usr Pplsf SW E-LTU
TF251AAE	TurnKey BPTAcc Cont+CC Usr Misc SW E-LTU
TF252AAE	TurnKey BPTAcc CC User Misc SW E-LTU
TF260AA	TurnKey BPTAcc Misc 11.00 Eng SW Media
TF260AAE	TurnKey BPTAcc Misc 11.00 Eng SW E-Media
TF299AA	TurnKey BPTAcc SAP 11.00 Eng SW Media
TF299AAE	TurnKey BPTAcc SAP 11.00 Eng SW E-Media
TF300AA	TurnKey BPTAcc ORA 11.00 Eng SW Media
TF300AAE	TurnKey BPTAcc ORA 11.00 Eng SW E-Media
TF301AA	TurnKey BPTAccPPLSF 11.00 Eng SW Media

TF301AAE	TurnKey BPTAccPPLSF 11.00 Eng SW E-Media
TF303AA	TurnKey BPTAcc cFact 1.5 Eng SW Media
TF303AAE	TurnKey BPTAcc cFact 1.5 Eng SW E-Media
TF304AA	TurnKey BPTAcc DocEng 2.0 Eng SW Media