



HP Center Management for Quality Center 1.0 Version Obsolescence Announcement Frequently Asked Questions

On March 1st, 2009, HP announced the version maturity, end of sale date and end of support date for HP Center Management for Quality Center Version 1.0. This document provides you with answers to frequently asked questions regarding this announcement.

Product related questions

Question When is HP discontinuing HP Center Management for Quality Center Version 1.0 products?

Answer Effective March 1, 2009, HP is discontinuing HP Center Management for Quality Center Version 1.0. Current customers may continue to purchase additional licenses of HP Center Management for Quality Center Version 1.0 through May 1, 2009. As of this date, the product will be removed from HP's Corporate Price List and will no longer be orderable.

Question What version of HP Center Management for Quality Center is currently available and what upgrade plans do you have for the product, if any?

Answer The latest version of HP Center Management for Quality Center is version 2.0. Please check www.hp.com/go/software (Products -> Products A-Z -> Center Management for Quality Center) or otherwise check with your local HP sales representative or HP software business partner for the latest information.

Question Why is HP discontinuing HP Center Management for Quality Center Version 1.0?

Answer This is in accordance with the HP Software Supported Version Policy 4.2. Definitions of terms are documented in the HP Software product version obsolescence guidelines.

Question What product numbers are affected by this obsolescence?

Answer Please refer to Appendix B in the customer letter for the list of affected product numbers.

Question When is the last date I can order HP Center Management for Quality Center 1.0x?

Answer HP Center Management for Quality Center version 1.0 will continue to be available for purchase to current support customers through May 1, 2009. As of that date, you will no longer be able to purchase additional copies of the product.

HP Center Management for Quality Center 2.0 provides advanced features and is available to all support customers as a free license upgrade.

Question Can I still purchase additional licenses for versions of HP Center Management for Quality Center that are no longer covered by full support or maintenance support? If yes, how?

Answer Additional licenses may not be purchased for versions that are discontinued and past their end of sale date.

Question Who can I contact if I have more questions with regards to this product discontinuance?

Answer You have several options available to you:

- Contact your local HP sales representative or your local HP software business partner:
h20229.www2.hp.com/buy/index.html
- Web Self Solve:
www.hp.com/go/hpssoftwaresupport/
- HP Technical Support:
www.hp.com/go/hpssoftwaresupport/casemanager/submitcase

Question What are the hardware requirements to upgrade to HP Center Management for Quality Center Version 2.0?

Answer Hardware requirements will vary depending on your operating system, please review the appropriate [System Requirements and Compatibility Matrix](#) or contact your local HP sales representative or HP software business partner for further assistance.

Question Where can I find upgrade information for the HP Center Management for Quality Center product?

Answer Your local HP sales representative or HP Software Business Partner can help you get this information, alternatively please see the Customer Letter for further details.

Question I plan to upgrade my HP Center Management for Quality Center version 1.0 environment using in-house technical resources. Where do I get all the required software?

Answer You can request the HP Center Management for Quality Center version 2.0 media by sending or faxing in your pull letter you have received or by requesting or downloading the software via Software Update Manager (SUM). In case you do not have this information, please contact your local HP contract administration representative or your HP Software Services Integrator (SVI) partner to provide you with the HP Center Management for Quality Center version 2.0 media. The release to be requested is labeled CMQC2E.

Question I received this communication but I have already upgraded HP Center Management for Quality Center version 1.0 to HP Center Management for Quality Center version 2.0. Do I need to do anything?

Answer Some or all of your support contracts might not have been updated to reflect your upgrade to HP Center Management for Quality Center version 2.0. Please get in touch with your local HP contract administration representative or your HP Software Services Integrator partner to have your support contracts updated.

Support contract related questions

Question What is the end of support date?

Answer The End of Support date for HP Center Management for Quality Center version 1.0 is June 30th 2010. As of this date all customer support activities will cease, this includes:

- Telephone support
- Security Rule updates
- Product upgrades

Question Are there any other key dates I need to be aware of?

Answer Please see Customer Letter Page 1 for key dates.

Question What are my discontinuance options?

Answer Customers have the option to continue using HP Center Management for Quality Center version 1.0. HP will stop providing Support for these products on June 30, 2010. Self-Help Support will continue to be available through June 30, 2012. Customers are encouraged to begin reviewing their business requirements for HP Center Management for Quality Center. Customers are also encouraged to contact their local HP Sales Representative or HP Software Business Partner for help in determining migration options that meet your business needs.

Question Can I get a support contract for technical support only, without having to pay for upgrades?

Answer No, support contracts include both technical support and software updates.

Question Should there be a defect with a version of HP Center Management for Quality Center for which no defect fixing is done anymore, can I pay for a fix to be implemented on my request?

Answer HP may choose to offer defect fixes at a premium price, depending on available resources.

Question If I am on a support contract, what will I be entitled to?

Answer You should have received a letter or electronic notification from HP to inform you about the availability of HP Center Management for Quality Center 2.0 for support customers, what license(s) you were entitled to under your support contract and how to sign up for it. Your local HP sales and support representatives or your HP software business partner can help provide information and assistance to enable your upgrade to be easy and successful.

Question When I upgrade from HP Center Management for Quality Center version 1.0 to HP Center Management for Quality Center version 2.0, can I continue my existing support contracts until they expire?

Answer Yes, but your support contracts need to be updated as well. Please contact your local HP contract administration representative or HP Software Services Integrator (SVI) partner to get your support contract updated accordingly.

Question When I upgrade from HP Center Management for Quality Center version 1.0 to HP Center Management for Quality Center version 2.0, can I expect the same support pricing compared to HP Center Management for Quality Center version 1.0x?

Answer Not necessarily. Each product support price is determined independently.

Question What migration services are available to help me upgrade?

Answer Your local HP sales representative or HP software business partner can help you

get this information.

For more information

For more information on HP Center Management for Quality Center and HP Software services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:

www.hp.com/go/software

www.hp.com/go/hpsoftwaresupport/

www.hp.com/go/hpsoftwaresupport/support-lifecycle

© Copyright 2009 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

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

3/2009. Printed in the U.S.

