



HP Software Quality Center 10.0x Obsolescence Announcement - Frequently Asked Questions

On September 1, 2012, HP announced the end of sale date and end of support dates for HP Software Quality Center 10.0x.

This document provides answers to frequently asked questions regarding this announcement.

Product related questions

Question When is HP discontinuing Quality Center 10.0x?

Answer Effective September 1, 2012, HP is announcing the discontinuance of Quality Center 10.0x. Current customers may continue to purchase additional licenses of Quality Center 10.0x until November 1, 2012. As of this date, the product will be removed from HP's Corporate Price List and will no longer be orderable.

Question Why is HP discontinuing Quality Center 10.0x?

Answer Effective with the new release of Quality Center 11.0x, HP is announcing the obsolescence of the older versions of Quality Center 10.0x. This is in accordance with the HP Software Supported Version Policy 4.4. 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 Quality Center 10.0x?

Answer Quality Center 10.0x will continue to be available for purchase to current support customers through November 1, 2012. As of that date, you will no longer be able to purchase additional licenses of the product.

Question Can I still purchase additional licenses for Quality Center 10.0x. If yes, how?

Answer Additional licenses may not be purchased for Quality Center 10.0x past their end of sale date of November 1, 2012.

Question Do I need to request new license keys when upgrading to Quality Center 10.0x?

Answer No, you don't need new license keys for Quality Center 11.0x

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

Answer The latest version is Quality Center 11.0x Please check [HP Quality Center software](#) (Upgrade from QC 10 Enterprise) or [HP Application Lifecycle Management 11.5](#) (Upgrade from QC 10 Premier) or otherwise check with your local HP sales representative or HP software business partner for the latest information.

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/hpsoftwaresupport/
- HP Technical Support:
www.hp.com/go/hpsoftwaresupport/casemanager/submitcase

Question What are the hardware requirements to upgrade to Quality Center 11.0?

Answer Hardware requirements will vary depending on your operating system, please review the appropriate [System Requirements and Compatibility Matrix](#) document or contact your local HP Sales Representative or HP Software Business Partner for further assistance.

Question Where can I find upgrade information for Quality Center 10.0x?

Answer Technical Upgrade Information is available on HP support website at [KM1281892](#). Your local HP sales representative or HP software business partner can help you get any additional services needed for the upgrade process.

Question I plan to upgrade my Quality Center 10.0x environment using in-house technical resources. Where do I get all the required software?

Answer All Quality Center 10.0x support customers can download Quality Center 11.0 media via 'My Updates'. The download for Quality Center 11 involves two files
Software_HP_ALM_11.00_Windows_TC096_15000.zip (194.03 Mb)
Software_HP_ALM_11.00_Windows_TC096_15000.z01 (1.76 Gb)

(Note: The above software binaries are identical for QC Enterprise and ALM. You need appropriate license keys to access each version)

Question What is the concurrent support time period?

Answer There will be 12 months of concurrent support for getting migrated to the Quality Center 11.0. However, please note that concurrent support will not extend beyond the end of support date for Quality Center 10.0x – August 31st, 2013.

Support contract related questions

Question What is the end of support date?

Answer The End of Support date for Quality Center 10.0x is August 31st, 2013. As of this date all customer support activities for this version 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 Quality Center 10.0x. HP will stop providing support for Quality Center 10.0x on August 31st, 2013. Self-Help Support will continue to be available through August 31st, 2015. Customers are encouraged to begin reviewing their business requirements for Quality Center 10.0x. 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 Quality Center 10.0x 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 Quality Center 11.0x 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 Quality Center 10.0x to Quality Center 11.0x, can I continue my existing support contracts until they expire?

Answer Yes, your support contract will be updated automatically at next renewal time.

Question When I upgrade from Quality Center 10.0x to Quality Center 11.0x, can I expect the same support pricing compared to Quality Center 10.0x?

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

Question What migration services are available to help me upgrade?

Answer [HP Professional Services](#) provides deep expertise, capability and resources in the design and services for QC/ALM.

For customers who chose to move to a managed ALM solution, HP Software offers [Software as a Service \(SaaS\)](#) for HP Quality Center. This solution is a proven, cost-effective means to achieving faster return on investment

(ROI), and typically reflect a 30 - 40% total cost of ownership (TCO) savings.

Please contact your local HP sales representative and they can help you get information in regard to Professional Services or Software as a Service.

Question What educational training packages are available for Quality Center 11.0?

Answer HP Educational Services do provide specific Quality Center and Application Lifecycle Management version 11 training classes. There is a specific Skills Update course which provide information on the difference between QC 10 and QC 11 on the "[Education & Training](#)" website. Please contact your local HP sales representative or HP software business partner who can help you get this information.

For more information

For more information on Quality Center 11.0x 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/hpsupport/

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

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