

HP Software Quality Center (QC) Server Obsolescence Announcement

Frequently Asked Questions

On June 1, 2013, HP announced the end of sale date and end of support dates for Quality Center (QC) Server. QC Server is an older product and it is a different product from QC Enterprise.

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

Product related questions

<i>Question</i>	When is HP discontinuing QC Server?
<i>Answer</i>	Effective June 1, 2013, HP is announcing the discontinuance of QC Server. This product was removed from the price list since 2007.
<i>Question</i>	Why is HP discontinuing QC Server?
<i>Answer</i>	HP is announcing the obsolescence of all older versions of QC Server. 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 .
<i>Question</i>	What product numbers are affected by this obsolescence?
<i>Answer</i>	Please refer to Appendix B in the customer letter for the list of affected product numbers.
<i>Question</i>	Who can I contact if I have more questions with regards to this product discontinuance?
<i>Answer</i>	You have several options available to you: <ul style="list-style-type: none">• Contact your local HP sales representative or your local HP software business partner: h20229.www2.hp.com/buy/index.html• Web Self Solve: hp.com/go/hpssoftwaresupport/• HP Technical Support: hp.com/go/hpssoftwaresupport/casemanager/submitcase

Support contract related questions

<i>Question</i>	What is the end of support date?
<i>Answer</i>	The End of Support date for QC Server is November 30, 2014. As of this date all customer support activities for this version will cease, this includes:

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- 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 QC Server. HP will stop providing support for QC Server on November 30, 2014. Customers are encouraged to contact their local HP Renewal Sales Representative or HP Software Business Partner for help updating their contract.

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

Answer Your local HP Renewal Sales Representatives or your HP Software Business Partner can help provide information and assistance to update your support contract.

Question When I replace QC Server with to QC High-Availability Server, can I expect the same support pricing compared to QC Server?

Answer Not necessarily. Each product support price is determined independently. Please work with your HP representative to know the difference in support pricing, if any.

For more information

For more information on High-Availability QC Server and HP Software services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:

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

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