HP Software Quality Center (QC) Starter Pack Obsolescence Announcement

Frequently Asked Questions

On June 1, 2013, HP announced the end of sale date and end of support dates for QC Starter Pack. QC Starter Pack 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	
Question	When is HP discontinuing QC Starter Pack?
Answer	Effective June 1, 2013, HP is announcing the discontinuance of QC Starter Pack. This product was removed from the price list since 2007.
Question	Why is HP discontinuing QC Starter Pack?
Answer	HP is announcing the obsolescence of the older versions of QC Starter Pack. 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	Do I need to request new license keys when upgrading to QC Enterprise 11.50 Area licenses?
Answer	Yes, you have to request new license keys for QC Enterprise 11.50 Area licenses. As a pre-requisite, your support contract needs to be updated. This will be done at time of renewal. Please contact your local HP renewal sales representative or HP software business partner to have your support contract updated mid-term if you wish to do so. Once your support contract has been updated and is active, you can get your license keys from the My Updates portal at hp.com/software/updates. For Enterprise License Agreement (ELA) customers, use Software Activation Website (SAW) to request a new QC Enterprise 11.50 Area licenses license key. To upgrade an existing license to QC Enterprise 11.50 Area licenses, locate your license certificate and follow the prompt to upgrade.

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Question	What version of QC Starter Pack is currently available and what upgrade plans do you have for the product, if any?
Answer	The QC Starter Pack product is obsolete. Customers on active support for QC Starter Pack are entitled to QC Enterprise 11.50 Area licenses. Please check www.hp.com/go/software or otherwise check with your local HP renewal 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: hp.com/go/hpsoftwaresupport/ • HP Technical Support: hp.com/go/hpsoftwaresupport/casemanager/submitcase
Question	What are the hardware requirements to upgrade to QC Enterprise 11.50 Area licenses?
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 QC Enterprise 11.50?
Answer	Your local HP sales representative or HP software business partner can help you get this information.
Question	I plan to upgrade my QC Starter Pack environment using in-house technical resources. Where do I get all the required software?
Answer	All QC Starter Pack support customers can download QC Enterprise 11.50 media via 'My Updates'.
Question	What is the concurrent support time period?
Answer	There will be 6 months of concurrent support for getting migrated to QC Enterprise 11.50 Area licenses.

Support contract related questions	
Question	What is the end of support date?
Answer	The End of Support date for QC Starter Pack is November 30, 2014. 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?

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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 Starter Pack. HP will stop providing support for QC Starter Pack on November 30, 2014. Customers are encouraged to contact their local HP Renewal Sales Representative or HP Software Business Partner for help in determining migration options that meet your business needs.
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. Please note your support contract needs to be updated prior to getting the new license keys for QC Enterprise 11.50 Area licenses.
Question	When I upgrade from QC Starter Pack to QC Enterprise 11.50 Area licenses, can I continue my existing support contracts until they expire?
Answer	Yes, your support contract will be updated automatically at the next renewal time. Should you want to upgrade to QC Enterprise 11.50 Area licenses prior to your contract renewal date, please contact your local HP renewal sales representatives or your HP software business partner for a contract update. A contract update is a pre-requisite to getting the QC 11.50 Area license keys.
Question	When I upgrade from QC Starter Pack to QC Enterprise 11.50, can I expect the same support pricing compared to QC Starter Pack?
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.
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.
Question	What educational training packages are available for the QC Enterprise Site?
Answer	Your local HP sales representative or HP software business partner can help you get this information.

For more information

For more information on QC Enterprise Site 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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