HP Software QuickTest Professional, Functional Testing, Unified Functional Testing 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 QuickTest professional, Functional Testing, Unified Functional Testing (QTP/FT/UFT) 10.0x.

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

Product related questions	
Question	When is HP discontinuing QTP/FT/UFT 10.0x?
Answer	Effective September 1, 2012, HP is announcing the discontinuance of QTP/FT/UFT 10.0x. Current customers may continue to purchase additional MEDIA licenses of QTP/FT/UFT 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 QTP/FT/UFT 10.0x?
Answer	Effective with the latest release of QTP/FT/UFT 11.0x, HP is announcing the obsolescence of the older versions of QTP/FT/UFT 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 QTP/FT/UFT 10.0x?
Answer	QTP/FT/UFT 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 version 10.0x of the product.
Question	If I own QTP or FT, will I be forced to upgrade to UFT?
Answer	No. You may continue to renew support for your QTP and FT products. The upgrade to UFT is an optional purchase.

Question	Can I still purchase additional licenses for QTP/FT/UFT 10.0x. If yes, how?
Answer	Additional licenses may not be purchased for QTP/FT/UFT 10.0x past their end of sale date of November 1, 2012.
Question	Do I need to request new license keys when upgrading from QTP/FT/UFT 10.0x?
Answer	Not applicable with one exception: UFT customers wanting to take advantage of the integration between the bundled products (QuickTest Professional and Service Test) will need to trade in their two separate licenses for QTP and ST for a single UFT license. This trade in is optional.
Question	What version of QTP/FT/UFT is currently available and what upgrade plans do you have for the product, if any?
Answer	The latest version as of September 1, 2012 is QTP/FT/UFT 11.0x. Please visit www.hp.com/go/functionaltesting for more product information, or 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 QTP/FT/UFT 11.0?
Answer	Visit www.hp.com/go/QTP_SysReq for more information, or contact your local HP Sales Representative or HP Software Business Partner for further assistance.
Question	Where can I find upgrade information for QTP/FT/UFT 10.0x?
Answer	To learn more about version 11.0x, you may review the Tutorial that ships with the product, as well as videos highlighting new features. Data Awareness Log Tracking Visual Relational Identification QuickTest Pro and Service Test Integration (UFT)
Question	I plan to upgrade my QTP/FT/UFT 10.0x environment using in-house technical resources. Where do I get all the required software?
Answer	All QTP/FT/UFT 10.0x support customers can download QTP/FT/UFT 11.0 media via 'My Updates'. (Note: The above software binaries are identical for QTP, FT and UFT installations. You need the 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 QTP/FT/UFT 11.0. However, please note that concurrent support will not extend beyond the end of support date for QTP/FT/UFT 10.0x – August 31st, 2013.

Support contract related questions	
Question	What is the end of support date?
Answer	The End of Support date for QTP/FT/UFT 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 QTP/FT/UFT 10.0x. HP will stop providing support for QTP/FT/UFT 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 QTP/FT/UFT 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 QTP/FT/UFT 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 QTP/FT/UFT 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 QTP/FT/UFT 10.0x to QTP/FT/UFT 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 QTP/FT/UFT 10.0x to QTP/FT/UFT 11.0x, can I expect the same support pricing compared to QTP/FT/UFT 10.0x?
Answer	Yes. There is no change to support prices.
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 functional testing.

Please contact your local HP sales representative and theycan help you get informationin regatrd to Professional Services or Software as a Service. |
| *Question* | What educational training packages are available for QTP/FT/UFT 11.0? |
| *Answer* | HP Educational Services provide QTP/FT/UFT version 11.0x training. For a list of courses, visit 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 QTP/FT/UFT 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/hpsoftwaresupport/

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