

HP QuickTest Professional for Mobile (QTP for Mobile) Customer FAQ (Frequently Asked Questions)

As an HP QTP for Mobile customer, how does this announcement impact me?

HP announced the discontinuance of worldwide sales of QuickTest Professional for Mobile 9.2 and all previously released versions including Mercury MFTW. This is the special add in to QTP which allows testing applications running on Symbian OS, Windows Mobile and the Qualcomm's BREW environment.

In addition, HP announced the discontinuance of development activities for these products.

For HP's existing customers, product support will be discontinued over the next 12 months. Active product support (full telephone support, critical defect fixes and platform refreshes) for the discontinued HP QTP for Mobile will end on October 13, 2008

Are future releases of HP QTP for Mobile products still being developed?

No, QTP for Mobile 9.2 was the last release of this product.

What are my discontinuance options?

Unfortunately, there is no named replacement product for HP QTP for Mobile. Customers have the option to continue using the QTP for Mobile product indefinitely. However, HP will stop providing full telephone support for this family of products on October 13, 2008. Customers are encouraged to begin reviewing their business requirements for mobile applications test automation and to actively initiate plans to migrate away from QTP for Mobile as soon as possible.

What is the strategy behind discontinuing HP mobile applications test automation?

With current adoption rate of smartphones, a test automation tool which supports only these high end devices has limited impact on the mobile test automation industry. HP has decided to stop investing into this specific software offering until the market conditions will show significant penetration of smartphones, which will then allow to leverage HP software assets in a significant way.

I'm currently evaluating the HP QTP for Mobile. What should I do?

HP has discontinued HP QTP for Mobile on October 13, 2007. At this point HP is not offering an alternative product for test automation of mobile applications. HP highly recommends that interested customers ask their HP sales representative for assistance in understanding the available options in order to make the best decision for your organization.

How does this affect my HP QTP for Mobile support contract?

Any existing HP QTP for Mobile products support contracts remain in place with HP for the terms of the contract. Support will be provided for HP QTP for Mobile for a period of 12 months (or until the last HP QTP for Mobile customer support contract expires, whichever comes first). Active support for HP QTP for Mobile (full telephone support, fixing only critical defects on a case-by-case basis) will end on October 13, 2008.

I have let my HP QTP for Mobile products support contract lapse. Can I return to support for my discontinued product?

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No. As QTP for Mobile is removed from HPO price list effective October 07, customers will not have the option to order support contract or return to support for this products (MFTW, QTP for Mobile)

What are the terms of the HP QTP for Mobile products discontinuance plan?

The following describes the terms of the HP QTP for Mobile products discontinuance.

- 12 months of active product support (including critical defect fixes) for the discontinued HP QTP for Mobile products, ending on October 13, 2008.

During active support, all typical product support will continue as normal through the established support tiers and process. This activity includes fixing high priority/critical defects. This activity does not include any new product features or functionality.

During the period there will be no platform refreshes beyond the ones currently supported in the QTP for Mobile 9.2- Symbian OS 9.1, Windows Mobile 5 and BREW 3.1.4.

- Unaffected HP functional testing products will continue to be supported per standard support processes.

What is timeline of key dates for the HP QTP for Mobile products discontinuance?

Date	Program Activity
October 13 th 2007	Product discontinuance announced
October 13 th 2007	End of Sale (no longer orderable or available for purchase)
October 13 th 2008	End of Support

If you have any questions about either the HP QTP for Mobile discontinued products or for assistance in understanding the options available to you, please contact the HP Transition Customer Care Team at 1.877.477.4763 within the U.S., or 1.856.638.6000 outside of the U.S., via email at hpmd-sunset@hp.com or contact your HP representative.