



HP Software (Test Director for) Quality Center 9.2 Obsolescence Announcement Frequently Asked Questions

On June 15, 2009, HP announced the version maturity, end of sale date and end of support dates for HP Software (Test Director for) Quality Center 9.2. This document provides you with answers to frequently asked questions regarding this announcement.

Product related questions

Question When is HP discontinuing this Quality Center 9.2 product?

Answer Effective June 15, 2009 HP is discontinuing Quality Center 9.2. Current customers may continue to purchase additional copies of the Quality Center 9.2 product through January 1, 2010. 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 this Quality Center 9.2 product?

Answer This is in accordance with the HP Software Supported Version Policy 4.2. Definitions of terms are documented in the HP Software product version obsolescence guidelines.

Question What product numbers are affected by this discontinuance?

Answer Please refer to Customer Letter, Appendix B.

Question When is the last date I can order Quality Center 9.2?

Answer Quality Center 9.2 will continue to be available for purchase to current Quality Center customers through Dec 31, 2009. After that date you will no longer be able to purchase additional copies of the product.

Question Can I still purchase additional licenses for versions of Quality Center 9.2 that are no longer covered by full support or maintenance support? If yes, how?

Answer No additional licenses can be purchased after Dec 31, 2009.

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 of Quality Center Enterprise is version 10.0 and was released in January 2009. Please check www.hp.com/managementsoftware (View all solutions -> Alphabetical -> Quality Assurance) or otherwise check with your local HP sales representative or HP

software business partner for the latest information.

Question Whom 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 Enterprise 10.0?

Answer Hardware requirements will vary depending on your operating system, please review the appropriate *Release Notes*, *Installation Guide*, *Migration Guide* and /or https://h10078.www1.hp.com/cda/hpms/display/main/hpms_content.jsp?zn=bto&cp=1-11-127-24^9679_4000_100_&jumpid=go/TDQC_SysReq or otherwise contact your local HP sales representative or HP software business partner for further assistance.

Question Where can I find upgrade information for the Quality Center product?

Answer Your local HP sales representative or HP software business partner can help you get this information.

Question I plan to upgrade my Quality Center 9.2 environment using in-house technical resources. Where do I get all the required software?

Answer In case you didn't request the Quality Center Enterprise 10.0 media at the time you received the new release notification for that version, please make a request either from Software Update Manager, your local HP contract administration representative or your HP Software Services Integrator (SVI) partner to provide you with the Quality Center Enterprise 10.0 media. The release to be requested is labeled QC10ME (and e.g. QC10JE for Japanese localization)..

Question I received this communication but I have already upgraded my Quality Center installation to version 10.0. Do I need to do anything?

Answer Some or all of your support contracts might not have been updated to reflect your upgrade to Quality Center Enterprise 10.0. Please get in touch with your local HP contract administration representative or your HP Software Services Integrator partner to have your support contracts updated.

Support contract related questions

Question What is the end of support date?

Answer The End of Support date is July 31, 2011. As of this date all customer support activities 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	Date	Program Activity
	June 15, 2009	Version Obsolescence announced
	Jan 1, 2010	End of Sale (no longer orderable or available for purchase)
	July 31, 2011	End of Support
	July 31, 2013	End of Self-Help Support
Question	What are my discontinuance options?	
Answer	Customers have the option to continue using Quality Center 9.2. HP will stop providing Support for this product on July 31, 2011. Self-Help Support will continue to be available through July 31, 2013. Customers are encouraged to begin reviewing their business requirements for Quality Center 9.2. 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	How does this affect my Quality Center 9.2 support contract?	
Answer	Upon the End of Support date of Quality Center 9.2 your support contract will automatically be updated to reflect Quality Center Enterprise 10.0 product numbers. In case you haven't upgraded to Quality Center Enterprise 10.0 by this date, you can continue to get Self-Help Support for Quality Center 9.2 until July 31, 2013.	
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 9.2 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 Enterprise 10.0 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 9.2 to Quality Center Enterprise 10.0, can I continue my existing support contracts until they expire?	
Answer	Yes, but your support contracts need to be updated as well. Please contact your local HP contract administration representative or HP Software Services Integrator (SVI) partner to get your support contract updated accordingly.	
Question	When I upgrade from Quality Center 9.2 to Quality Center Enterprise 10.0, can I expect the same support pricing compared to Quality Center version 9.2?	
Answer	Not necessarily. Each product support price is determined independently.	
Question	What migration services are available to help me upgrade?	
Answer	Please contact your local HP sales representative or your HP Software business partner for additional information on migration services through HP's Professional	

Services organization.

For more information

For more information on Full Product Name 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

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