HP Software Test Data Management (TDM) 1.1x Obsolescence Announcement

Frequently Asked Questions

On April 1, 2013, HP announced the end of sale date and end of support dates for Test Data Management (TDM) 1.1x.

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

Product related questions	
Question	When is HP discontinuing TDM 1.1x?
Answer	Effective April 1, 2013, HP is announcing the discontinuance of TDM 1.1x. Current customers may continue to purchase additional licenses of TDM 1.1x until June 1, 2013. As of this date, the product will be removed from HP's Corporate Price List and will no longer be orderable.
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 TDM 1.1x?
Answer	TDM 1.1x will continue to be available for purchase to current support customers through June 1, 2013. As of that date, you will no longer be able to purchase additional licenses of the product.
Question	Can I still purchase additional licenses for TDM 1.1x? If yes, how?
Answer	Additional licenses may not be purchased for versions that are discontinued and past their end of sale date.
Question	What are my upgrade options?
Answer	HP TDM customers who are on active support have a choice: 1. Continue using HP TDM as is and be limited to the support period outlined above and the end of life date. 2. Adopt the HP Professional Service for test data management and stop paying the HP TDM product support – this means customers will need to plan stopping usage of HP TDM and procure the HP PSO service separately as a replacement. HP PSO is ready to assist these customers in transitioning the practice and assets the customers have built so far as part of the PSO TDM service offering.
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	Where can I find upgrade information for TDM 1.1x?
Answer	Your local HP sales representative or HP Software Business Partner can help you get this information, alternatively please see the Customer Letter for further details.

Support contract related questions

Question	What is the end of support date?
Answer	The End of Support date for TDM 1.1x is October 31, 2015. 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 TDM 1.1x. HP will stop providing support for TDM 1.1x on October 31, 2015. Customers are encouraged to begin reviewing their business requirements for TDM 1.1x. 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 TDM 1.1x 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 your choices 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	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.

For more information

For more information on HP Professional Service for TDM 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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