

HP Software Service Test Management Obsolescence Announcement

Frequently Asked Questions

On July 1, 2014, HP announced the end of sale date and end of support dates for Service Test Management.

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

Product related questions

<i>Question</i>	When is HP discontinuing Service Test Management?
<i>Answer</i>	<p>Effective July 1, 2014, HP is announcing the discontinuance of Service Test Management. Current customers may continue to purchase additional licenses of Service Test Management until September 1, 2014. As of this date, the product will be removed from HP's Corporate Price List and will no longer be orderable.</p> <p>A couple of years ago HP stopped actively selling STM as there was declining adoption in the marketplace. Resources have been invested in other products and features and consequently we decided to make the product itself obsolete.</p>
<i>Question</i>	What product numbers are affected by this obsolescence?
<i>Answer</i>	Please refer to Appendix B in the customer letter for the list of affected product numbers.
<i>Question</i>	When is the last date I can order Service Test Management?
<i>Answer</i>	Service Test Management will continue to be available for purchase to current support customers through September 1, 2014. As of that date, you will no longer be able to purchase additional licenses of the product.
<i>Question</i>	Can I still purchase additional licenses for Service Test Management? If yes, how?
<i>Answer</i>	Additional licenses may not be purchased for versions that are discontinued and past their end of sale date.
<i>Question</i>	Do I need to request new license keys when upgrading to Quality Center (QC) 12.00 or Application Lifecycle Management (ALM) 12.00 without Service Test Management?
<i>Answer</i>	No, you don't need new license keys for Quality Center (QC) 12.00 or Application Lifecycle Management (ALM) 12.00 without Service Test Management.
<i>Question</i>	What version of Service Test Management is currently available and what upgrade plans do you have for the product, if any?
<i>Answer</i>	<p>Quality Center (QC) Enterprise 11.5x and Application Lifecycle Management (ALM) 11.5x are the last versions to support Service Test Management. Quality Center (QC) Enterprise 12.00 and Application Lifecycle Management (ALM) 12.00 will no longer support Service Test Management.</p> <p>Please check www.hp.com/gp/software or otherwise check with your local HP sales representative or HP software business partner for the latest information.</p>

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/hpssoftwaresupport/
- HP Technical Support: hp.com/go/hpssoftwaresupport/casemanager/submitcase

Support contract related questions

Question What is the end of support date?

Answer The End of Committed Support date for Service Test Management is May 31, 2017. 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 Service Test Management. HP will stop providing support for Service Test Management on May 31, 2017.

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 Service Test Management 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 (QC) Enterprise 12.00 and Application Lifecycle Management (ALM) 12.00 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.

IMPORTANT NOTE: Prior to your upgrade to (QC) Enterprise 12.00 and ALM 12.00, your support contracts need to be updated. Please contact your local HP Sales and Support Representatives or your HP Software Business Partner to have your support contract updated.

For more information

For more information on Service Test Management 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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