

HP Center Management for Quality Center Obsolescence Announcement

Frequently Asked Questions

On September 8, 2014, HP announced the end of sale date and end of support dates for HP Center Management for Quality Center (CM4QC).

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

Product related questions

Question When is HP discontinuing CM4QC?

Answer Effective September 8, 2014, HP is announcing the discontinuance of CM4QC. Current customers may continue to purchase additional licenses of CM4QC until December 1, 2014. 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 CM4QC?

Answer CM4QC will continue to be available for purchase to current support customers through December 1, 2014. 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 CM4QC? If yes, how?

Answer Additional licenses may not be purchased for versions that are discontinued and past their end of sale date.

Question Do I need to request new license keys when migrating to Project and Portfolio Management Center (PPM) 9.2x?

Answer No, you don't need new license keys when migrating to PPM 9.2x.

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

Question What are the hardware requirements to migrate to PPM 9.2x?

Answer Hardware requirements will vary depending on your operating system, please review the appropriate System Requirements and Compatibility Matrix document or contact your local HP Sales Representative or HP Software Business Partner

for further assistance.

Question Where can I find upgrade information for CM4QC?

Answer Your local HP sales representative or HP Software Business Partner can help you get this information.

Question I plan to upgrade my CM4QC environment using in-house technical resources. Where do I get all the required software?

Answer All CM4QC support customers can download the PPM 9.2x media via 'My Updates'.

Question What is the concurrent support time period

Answer There will be 6 months of concurrent support while migrating to PPM 9.2x.

Support contract related questions

Question What is the end of support date?

Answer The End of Support date for CM4QC 3.0x is January 31, 2016. The End of Committed Support date for CM4QC 9.1x is September 30, 2014 and CM4QC 9.2x is February 28, 2017. There will be two additional years of Extended Support for the 9.1x and 9.2x versions beyond the corresponding end of committed support dates. 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 CM4QC. HP will stop providing support as listed above. Customers are encouraged to begin reviewing their business requirements for CM4QC. 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 CM4QC 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 PPM 9.2x 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 CM4QC to PPM 9.2x, can I continue my existing support contracts until they expire?

<i>Answer</i>	Yes, your support contract will be updated automatically at the next renewal time.
<i>Question</i>	When I upgrade from CM4QC to PPM 9.2x, can I expect the same support pricing compared to CM4QC?
<i>Answer</i>	Not necessarily. Each product support price is determined independently. Please work with your HP representative to know the difference in support pricing, if any.
<i>Question</i>	What migration services are available to help me upgrade?
	Your local HP sales representative or HP software business partner can help you get this information
<i>Question</i>	What educational training packages are available for PPM 9.2x?
	Your local Software Education specialist can help understand what training packages are available for you. Please email your local contact for more information
	Americas - HP Software Education AMS Asia Pacific - HP Software Education AP Japan - HP Software Education Japan Europe, Middle East and Africa - HP Software Education EMEA

For more information

For more information on PPM 9.2x 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/hpsupportsupport/

hp.com/go/hpsupportsupport/support-lifecycle

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