HP QAInspect
Obsolescence Announcement

Frequently Asked Questions

On November 01, 2014, HP announced the end of sale date and end of support dates for HP QAInspect. This document provides answers to frequently asked questions regarding this announcement.

Product related questions	
Question	When is HP discontinuing HP QAInspect?
Answer	Effective November 01, 2014, HP is announcing the discontinuance of HP QAInspect. Current customers may continue to purchase additional licenses of HP QAInspect until January 01, 2015. 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 HP QAInspect
Answer	Effective with the new release of HP WebInspect, HP is announcing the obsolescence of HP QAInspect. This is in accordance with the HP Enterprise Security Products Support Policy 1.1. Definitions of terms are documented in the HP Enterprise Security Products Support Policy Guidelines.
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 HP QAInspect?
Answer	HP QAInspect will continue to be available for purchase to current support customers through January 01, 2015. As of that date, you will no longer be able to purchase additional licenses of the product.
Question	Can I still purchase additional licenses HP QAInspect? 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 upgrading to HP WebInspect?
Answer	Yes, you need new license keys for HP WebInspect. You will receive Entitlement Order Number (EON) and Entitlement Certificate. Activate the EON in Poetic. You will receive a license file (example). On My Updates portal or HP WebInspect download download the WebInspect software which you are entitled too. For Enterprise License Agreement (ELA) customers, use Software Activation Website (SAW) to request HP WebInspect license keys.

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Question	What version of HP WebInspect is currently available and what upgrade plans do you have for the product, if any?
Answer	The latest version is HP WebInspect 10.20. Please check hp.com/go/software or otherwise check with your local HP sales representative or HP software business partner for the latest information.
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 Fortify support at is fortifytechsupport@hp.com • 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	What are the hardware requirements to upgrade to HP WebInspect?
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 HP WebInspect?
Answer	Your local HP sales representative or HP Software Business Partner can help you get this information.
Question	I plan to upgrade my HP QAInspect environment using in-house technical resources. Where do I get all the required software?
Answer	All HP QAInspect support customers can download the HP WebInspect media via My Updates once your support contract is updated.

Support contract related questions

Question	What is the end of support date?
Answer	The End of Support date for HP QAInspect is April 30, 2016. 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 HP QAInspect. HP will stop providing support for HP QAInspect on April 30, 2016 Self-Help Support will continue to be available through April 30, 2018. Customers are encouraged to begin reviewing their business requirements for HP QAInspect. 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.

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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 HP QAInspect 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 HP WebInspect 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 HP QAInspect to HP WebInspect, 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 HP QAInspect to HP WebInspect, can I expect the same support pricing compared to HP QAInspect?
Answer	Not necessarily. Each product support price is determined independently. Please work with your HP representative to know the difference in support pricing, if any.
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.
Question	What educational training packages are available for the HP WebInspect?
Answer	Your local Software Education specialist can help understand what training packages are available for you. Please email your local contact for more information at HP Software Security

For more information

For more information on HP WebInspect Enterprise and HP Software services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:

hp.com/go/software
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hp.com/go/hpsoftwaresupport/support-lifecycle

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