

HP UFT Mobile Obsolescence Announcement

Frequently Asked Questions

On December 5, 2014, HP announced the end of sale date and end of support dates for HP UFT Mobile.

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

Product related questions

Question When is HP discontinuing HP UFT Mobile?

Answer Effective December 5, 2014, HP is announcing the discontinuance of HP UFT Mobile. Current customers may continue to purchase additional licenses of HP UFT Mobile until January 27, 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 UFT Mobile?

Answer As you may know, HP UFT Mobile is an OEM product from Perfecto Mobile and HP was authorized to sell and support this product. However, in September 2014, this agreement was terminated and HP is no longer allowed to sell HP UFT Mobile beyond January 27, 2015. Due to this, HP is announcing the discontinuance of HP UFT Mobile. This is in accordance with the HP Software Supported Version Policy 4.4. Definitions of terms are documented in the [HP Software product version obsolescence 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 UFT Mobile?

Answer HP UFT Mobile will continue to be available for purchase to current support customers through January 27, 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 for HP UFT Mobile? If yes, how?

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

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;

Sign up for updates
hp.com/go/swupdatealerts

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- 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 Support date for HP UFT Mobile is the same as the end date of your current support contract. 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 You have the option to continue using HP UFT Mobile. HP will stop providing support for HP UFT Mobile based on your current support contract end date. You are encouraged to begin reviewing your business requirements for HP UFT Mobile. You are also encouraged to contact your local HP Sales Representative or HP Software Business Partner for help in determining migration options that meet your business needs.

HP will be offering an alternative solution called HP Mobile Center which will offer a subset of the current functionality. For more information you can go to www.hp.com/go/mobiletestig or contact your HP Sales Representative.

Question Should there be a defect with a version of HP UFT Mobile 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.

For more information

For more information on 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/hpssoftwaresupport/
hp.com/go/hpssoftwaresupport/support-lifecycle

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