

# HP Service Test 8.x, 9.x, 11.0x & 11.1x Version Discontinuance & HP Service Test 11.2x End of Sale Announcement

## Frequently Asked Questions

In January 2015, HP announced the Version Discontinuance for HP Service Test 8.x, 9.x, 11.0x & 11.1x and End of Sale date for HP Service Test 11.2x

The End of Committed Support and End of Extended Support dates were previously communicated on Software Support Online.

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

### Product related questions

*Question* When is HP announcing version discontinuance for HP Service Test 8.x, 9.x, 11.0x & 11.1x and discontinuing sales for HP Service Test 8.x, 9.x, 11.0x & 11.1x and 11.2x?

*Answer* Effective January 1, 2015, HP is announcing version discontinuance for HP Service Test 8.x, 9.x, 11.0x & 11.1x and the End of Sale for HP Service Test 8.x, 9.x, 11.0x & 11.1x and 11.2x. Current customers may continue to purchase additional licenses of version discontinuance for HP Service Test 8.x, 9.x, 11.0x & 11.1x and 11.2x until March 1, 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 sales for HP Service Test 8.x, 9.x, 11.0x & 11.1x and 11.2x?

*Answer* HP has released Unified Functional Testing 12.0x and this provides more features and functionality. With that, HP is announcing the end of sale for HP Service Test 8.x, 9.x, 11.0x & 11.1x and 11.2x. This is in accordance with the HP Software Supported Version Policy. 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 Service Test 8.x, 9.x, 11.0x & 11.1x and 11.2x?

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*Answer* HP Service Test 8.x, 9.x, 11.0x & 11.1x and 11.2x will continue to be available for purchase to current support customers through March 1, 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 Service Test 8.x, 9.x, 11.0x & 11.1x and 11.2x? 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 new license keys when upgrading to version 12.0x of the corresponding products?

*Answer* Only if you are upgrading from 8.x to 12.00 you need a new license key. Please contact the [regional licensing support center](#) for your region.

- MI.licensing-NA [MI.licensing-NA@hp.com](mailto:MI.licensing-NA@hp.com) for AMS Region
- MI.Licensing-EMEA [MI.Licensing-EMEA@hp.com](mailto:MI.Licensing-EMEA@hp.com) for EMEA Region
- LicensesAPAC [LicensesAPAC@hp.com](mailto:LicensesAPAC@hp.com) for APJ Region

ELA customer can obtain the key via standard SAWS process.

Version 9.x and later customers will not need a new key when upgrade to version 12.00. The existing license keys will continue to work with version 12.0x.

*Question* What version of HP Service Test 8.x, 9.x, 11.0x & 11.1x and 11.2x is currently available and what upgrade plans do you have for the product, if any?

*Answer* The latest version is version 12.0x. Please check [hp.com/go/software](http://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 your local HP sales representative or your local HP software business partner: [h20229.www2.hp.com/buy/index.html](http://h20229.www2.hp.com/buy/index.html)
- Web Self Solve: [hp.com/go/hpssoftwaresupport/](http://hp.com/go/hpssoftwaresupport/)
- HP Technical Support: [hp.com/go/hpssoftwaresupport/casemanager/submitcase](http://hp.com/go/hpssoftwaresupport/casemanager/submitcase)

*Question* What are the hardware requirements to upgrade to version 12.0x of the corresponding product?

*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 version 12.0x of the corresponding product?

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

*Question* I plan to upgrade my HP Service Test 8.x, 9.x, 11.0x & 11.1x and 11.2x environment using in-house technical resources. Where do I get all the required software?

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*Answer* All HP Service Test 8.x, 9.x, 11.0x & 11.1x and 11.2x support customers can download Unified Functional Testing media via [My Updates](#). Depending on the licenses you own, the appropriate functionality will be enabled.

*Question* What is the concurrent support time period

*Answer* There will be 6 months of concurrent support while you upgrade to version 12.0x.

### Support contract related questions

*Question* What is the End of Committed Support date?

*Answer* The End of Committed Support date for HP Service Test 11.2x is August 31, 2015. As of these dates all customer support activities for these respective versions will cease, this includes:

- Security Rule updates
- Product upgrades

*Question* What is the End of Extended Support date?

*Answer* The End of Extended Support date for HP Service Test 11.2x is August 31, 2017. During the two year Extended Support period, you have access to existing patches, defect fixes and telephone support.

*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 Service Test 8.x, 9.x, 11.0x & 11.1x and 11.2x.

HP will stop providing Support for HP Service Test 8.x, 9.x, 11.0x & 11.1x on August 31, 2015. Self-Help support will continue to be available until August 31, 2017

Committed Support and Extended Support for HP Service Test 11.2x as listed above. Self-Help support will continue to be available for up to two years after the End of Extended Support. You are encouraged to begin reviewing your business requirements for HP Service Test 8.x, 9.x, 11.0x & 11.1x and 11.2x. 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.

*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 Service Test 8.x, 9.x, 11.0x & 11.1x and 11.2x 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?

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*Answer* You should have received a letter or electronic notification from HP to inform you about the availability of version 12.0x 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 Service Test 8.x, 9.x, 11.0x & 11.1x and 11.2x to version 12.0x, can I continue my existing support contracts until they expire?

*Answer* Yes, your support contract will be updated automatically at the next support renewal time.

*Question* When I upgrade from HP Service Test 8.x, 9.x, 11.0x & 11.1x and 11.2x to version 12.0x, can I expect the same support pricing compared to HP Service Test 8.x, 9.x, 11.0x & 11.1x and 11.2x?

*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 HP Service Test 12.0x?

*Answer* 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 HP Service Test 12.0x and HP Software services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:

[hp.com/go/software](http://hp.com/go/software)

[hp.com/go/hpsoftwaresupport/](http://hp.com/go/hpsoftwaresupport/)

[hp.com/go/hpsoftwaresupport/support-lifecycle](http://hp.com/go/hpsoftwaresupport/support-lifecycle)

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