HP LoadRunner 11.0x End of Sale Announcement

Frequently Asked Questions

On February 1, 2015, HP announced the end of sale date for HP LoadRunner 11.0x. 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 discontinuing sales for HP LoadRunner 11.0x?
Answer	Effective February 1, 2015, HP is announcing the End of Sale of HP LoadRunner 11.0x. Current customers may continue to purchase additional licenses of HP LoadRunner 11.0x until February 28, 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 LoadRunner 11.0x?
Answer	HP LoadRunner 11.0x will reach End of Committed Support in the near future. For this reason, HP is discontinuing the sales of this version. 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 LoadRunner 11.0x?
Answer	HP LoadRunner 11.0x will continue to be available for purchase to current support customers through February 28, 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 LoadRunner 11.0x? 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 LoadRunner 12.0x?
Answer	Yes, you have to request new license keys for HP LoadRunner 12.0x. Please visit the My Updates portal at hp.com/software/updates. Select the HP LoadRunner 11.50 media and obtain the license keys for this version. These license keys work for the 12.0x version as well.

For Enterprise License Agreement (ELA) customers, use Software Activation Website (SAW) to request HP LoadRunner 12.0x license keys. |

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Question	What version of HP LoadRunner is currently available and what upgrade plans do you have for the product, if any?
Answer	The latest version is HP LoadRunner 12.0x. 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 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 LoadRunner 12.0x?
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 LoadRunner 12.0x?
Answer	Your local HP sales representative or HP Software Business Partner can help you get this information.
Question	I plan to upgrade my HP LoadRunner 11.0x environment using in-house technical resources. Where do I get all the required software?
Answer	All HP LoadRunner 11.0x support customers can download HP LoadRunner 12.0x media via 'My Updates'.
Question	What is the concurrent support time period for this update?
Answer	There will be 6 months of concurrent support for updating to HP LoadRunner 12.0x.

Support contract related questions

Question	What is the End of Committed Support date?
Answer	The End of Committed Support date for HP LoadRunner 11.0x is February 28, 2015. This date was announced on Software Support Online on July 1, 2012. As of the End of Committed Support date, customer support activities for this version 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 LoadRunner 11.0x is February 28, 2017. This date was announced on Software Support Online on July 1, 2012. During the 2 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?

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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 LoadRunner 11.0x. HP will stop providing support for HP LoadRunner 11.0x on is February 28, 2015. Extended Support will continue to be available through is February 28, 2017. Self-Help support will continue to be available through is February 28, 2019. You are encouraged to begin reviewing your business requirements for HP LoadRunner. 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 LoadRunner 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 LoadRunner 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 LoadRunner 11.0x to HP LoadRunner 12.0x, can I continue my existing support contracts until they expire?
Answer	Yes, your support contract will be updated automatically at the next renewal time.
Question	When I upgrade from HP LoadRunner 11.0x to HP LoadRunner 12.0x, can I expect the same support pricing compared to HP LoadRunner 11.0x?
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 LoadRunner 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

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For more information

For more information on HP LoadRunner 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
hp.com/go/hpsoftwaresupport/
hp.com/go/hpsoftwaresupport/support-lifecycle

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