

HP Software HP Quality Center Sprinter 11.0x Obsolescence Announcement

Frequently Asked Questions

On October 1, 2015, HP announced the end of sale date and end of support dates for HP Quality Center Sprinter 11.0x.

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

Product related questions

<i>Question</i>	When is HP discontinuing HP Quality Center Sprinter 11.0x?
<i>Answer</i>	Effective October 1, 2015, HP is announcing the discontinuance of HP Quality Center Sprinter 11.0x. Current customers may continue to purchase additional licenses of HP Quality Center Sprinter 11.0x until December 1, 2015. As of this date, the product will be removed from HP's Corporate Price List and will no longer be orderable.
<i>Question</i>	What product numbers are affected by this obsolescence?
<i>Answer</i>	Please refer to Appendix B in the customer letter for the list of affected product numbers.
<i>Question</i>	When is the last date I can order HP Quality Center Sprinter 11.0x?
<i>Answer</i>	HP Quality Center Sprinter 11.0x will continue to be available for purchase to current support customers through December 1, 2015. As of that date, you will no longer be able to purchase additional licenses of the product.
<i>Question</i>	Can I still purchase additional licenses for HP Quality Center Sprinter 11.0x ? If yes, how?
<i>Answer</i>	Additional licenses may not be purchased for versions that are discontinued and past their end of sale date.
<i>Question</i>	Who can I contact if I have more questions with regards to this product discontinuance?
<i>Answer</i>	You have several options available to you: <ul style="list-style-type: none">• 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

Support contract related questions

<i>Question</i>	What is the end of support date?
<i>Answer</i>	<p>The End of Support date for HP Quality Center Sprinter 11.0x is February 28, 2017. As of this date all customer support activities for this version will cease, this includes:</p> <ul style="list-style-type: none"> • Telephone support • Security Rule updates • Product updates
<i>Question</i>	Are there any other key dates I need to be aware of?
<i>Answer</i>	Please see Customer Letter page 1 for key dates.
<i>Question</i>	What are my discontinuance options?
<i>Answer</i>	Customers have the option to continue using HP Quality Center Sprinter 11.0x. HP will stop providing support for HP Quality Center Sprinter 11.0x on February 28, 2017. Customers are encouraged to begin reviewing their business requirements for HP Quality Center Sprinter 11.0x.
<i>Question</i>	Can I get a support contract for technical support only, without having to pay for updates?
<i>Answer</i>	No, support contracts include both technical support and software updates.
<i>Question</i>	Should there be a defect with a version of HP Quality Center Sprinter 11.0x for which no defect fixing is done anymore, can I pay for a fix to be implemented on my request?
<i>Answer</i>	HP may choose to offer defect fixes at a premium price, depending on available resources.
<i>Question</i>	Can I continue my existing support contracts until they expire?
<i>Answer</i>	Yes, you can continue using your existing support contracts until they expire.

For more information

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