



Hewlett Packard
Enterprise

Quick Test Professional (QTP) licenses and Service Test and WinRunner upgrade licenses

End of Sale Announcement

Frequently Asked Questions

On February 1, 2016, Hewlett Packard Enterprise announced the End of Sale for older Quick Test Professional licenses and Service Test and WinRunner upgrade licenses. The End of Committed Support and End of Extended Support dates relate to Unified Functional Testing 12.0x and were previously communicated via Software Support Online.

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

PRODUCT RELATED QUESTIONS

Question	When is HPE discontinuing sales for older QTP licenses and ST and WR upgrade licenses?
Answer	Effective February 1, 2016, HPE is announcing the End of Sale of older QTP licenses and ST and WR upgrade licenses. Current Customers may continue to purchase additional licenses of these older QTP licenses and ST and WR upgrade licenses until April 1, 2016. As of this date, the product will be removed from HPE's Corporate Price List and will no longer be orderable.
Question	Why is HPE discontinuing sales for these older QTP licenses and ST and WR upgrade licenses?
Answer	Unified Functional Testing 12.5x supports the AutoPass licensing mechanism. For this reason, these older QTP licenses and ST and WR upgrade licenses will become obsolete in the near future and HPE is discontinuing the sales of these older QTP licenses and ST and WR upgrade licenses. This is in accordance with our Release & Support Policy. Definitions of terms are documented in the 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 these older QTP licenses and ST and WR upgrade licenses?

Answer	Older QTP licenses and ST and WR upgrade licenses will continue to be available for purchase to current support customers through April 1, 2016. As of that date, you will no longer be able to purchase additional licenses of the product version.
Question	Can I still purchase additional licenses for these older QTP licenses and ST and WR upgrade licenses? 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 updating to Unified Functional Testing 12.5x?
Answer	<p>Yes, you have to request new license keys for Unified Functional Testing 12.5x. As a pre-requisite, your support contract needs to be updated. Please contact your HPE sales representative or HPE business partner.</p> <p>Once your support contract has been updated, please visit the My Updates portal at hpe.com/software/updates to request the new license keys.</p> <p>For Enterprise License Agreement (ELA) customers, use Software Activation Website (SAW) to request Unified Functional Testing 12.5x license keys.</p>
Question	What version of HP Unified Functional Testing is currently available and what update plans do you have for the product, if any?
Answer	The latest version is 12.5x. Please check hp.com/go/software or otherwise check with your local HPE sales representative or HPE business partner for the latest information.
Question	Who can I contact if I have more questions with regards to this product discontinuance?
Answer	<p>You have several options available to you:</p> <p>Contact your local HPE sales representative or your local HPE business partner:</p> <p>hpe.com/software/home</p> <p>Web Self Solve:</p> <p>hpe.com/software/support</p> <p>HPE Technical Support:</p> <p>hpe.com/software/support (click on Support Contact & Community → Contact Us → Phone)</p>
Question	What are the hardware requirements to update to HP Unified Functional Testing 12.5x?
Answer	Hardware requirements will vary depending on your operating system, please review the appropriate System Requirements and Compatibility Matrix document or contact your local HPE sales representative or HPE business partner for further assistance.
Question	Where can I find update information for my older QTP licenses and ST and WR upgrade licenses?
Answer	Your local HPE sales representative or HPE business partner can help you get this information.
Question	What is the concurrent support time period?
Answer	There will be 6 months of concurrent support for updating to HP Unified Functional Testing 12.5x.

SUPPORT CONTRACT RELATED QUESTIONS

Question	What is the End of Committed Support date?
Answer	The end of support dates relate to the end of support dates for HP Unified Functional Testing 12.0x

	<p>The End of Committed Support date for your older QTP licenses and ST and WR upgrade licenses is March 31, 2018. This date was announced on Software Support Online on April 1, 2014. As of the End of Committed Support date, customer support activities for this version will cease, this includes:</p> <ul style="list-style-type: none"> • Security Rule updates • Product updates
Question	What is the End of Extended Support date?
Answer	The End of Extended Support date for your older QTP licenses and ST and WR upgrade licenses is March 18, 2020. This date was announced on Software Support Online on April 1, 2014. During the 2 year Extended Support period, you have access to existing patches, 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 your older QTP licenses and ST and WR upgrade licenses. HPE will stop providing committed support for your older QTP licenses and ST and WR upgrade licenses on March 31, 2018. Extended Support will continue to be available through March 31, 2020. Self-Help Support with Rights to New Versions support will continue to be available through March 31, 2024. You are encouraged to begin reviewing your business requirements for your older QTP licenses and ST and WR upgrade licenses. You are also encouraged to contact your local HPE sales representative or HPE business partner for help in determining options that meet your business needs.
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 HPE to inform you about the availability of HP Unified Functional Testing 12.5x for support customers, what license(s) you were entitled to under your support contract and how to sign up for it. Your local HPE sales and support representatives or your HPE business partner can help provide information and assistance to enable your update to be easy and successful.
Question	When I update from my older QTP licenses and ST and WR upgrade licenses to HP Unified Functional Testing 12.5x, can I continue my existing support contracts until they expire?
Answer	<p>Yes, your support contract will be updated automatically at the next renewal time.</p> <p>If you choose to update to HP Unified Functional Testing 12.5x prior to your contract renewal, please contact your HPE sales representative or HPE business partner to get your support contract updated accordingly.</p>
Question	What migration services are available to help me update?
Answer	Your local HPE sales representative or HPE business partner can help you get this information>>
Question	What educational/training packages are available for the HP Unified Functional Testing 12.5x?
Answer	<p>Your local HPE education specialist can help understand what training packages are available for you. Please email your local contact for more information :</p> <p>ITOM / ADM / ITM Education / ART</p> <p>Americas - HPE Education AMS</p> <p>Asia Pacific - HPE Education AP</p> <p>Japan - HPE Education Japan</p> <p>Europe, Middle East and Africa - HPE Education EMEA</p>

For more information on HP Unified Functional Testing 12.5x and HPE services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:

hpe.com/software/home

hpe.com/software/support

hpe.com/software/support-lifecycle



© Copyright 2015 Hewlett Packard Enterprise Development LP. The information contained herein is subject to change without notice. The only warranties for HPE products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HPE shall not be liable for technical or editorial errors or omissions contained herein.