



## HP Software Client Automation 7.5x Obsolescence Announcement Frequently Asked Questions

On June 1, 2012, HP announced the end of sale date and end of support dates for Client Automation 7.5x.

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

### Product related questions

**Question** When is HP discontinuing Client Automation 7.5x?

**Answer** Effective June 1, 2012, HP is announcing the discontinuance of Client Automation 7.5x. Current customers may continue to purchase additional licenses of Client Automation 7.5x until August 1, 2012. 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 Client Automation 7.5x?

**Answer** Effective with the new release of Client Automation 8.1, HP is announcing the obsolescence of the older versions of Client Automation. This is in accordance with the HP Software Supported Version Policy 4.3. 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 Client Automation 7.5x?

**Answer** Client Automation 7.5x will continue to be available for purchase to current support customers through August 1, 2012. 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 Client Automation 7.5x If yes, how?

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

<b>Question</b>	Do I need to request new license keys when upgrading to Client Automation 8.1?
<b>Answer</b>	No, you don't need new license keys for Client Automation 8.1
<b>Question</b>	What version of Client Automation is currently available and what upgrade plans do you have for the product, if any?
<b>Answer</b>	The latest version is Client Automation 8.1. Please check the <a href="#">IT Management Products</a> page or otherwise check with your local HP sales representative or HP software business partner for the latest information.
<b>Question</b>	Who can I contact if I have more questions with regards to this product discontinuance?
<b>Answer</b>	You have several options available to you: <ul style="list-style-type: none"> <li>• Contact your local HP sales representative or your local HP software business partner: <a href="http://h20229.www2.hp.com/buy/index.html">h20229.www2.hp.com/buy/index.html</a></li> <li>• Web Self Solve: <a href="http://www.hp.com/go/hpsoftwaresupport/">www.hp.com/go/hpsoftwaresupport/</a></li> <li>• HP Technical Support: <a href="http://www.hp.com/go/hpsoftwaresupport/casemanager/submitcase">www.hp.com/go/hpsoftwaresupport/casemanager/submitcase</a></li> </ul>
<b>Question</b>	What are the hardware requirements to upgrade to Client Automation 8.1?
<b>Answer</b>	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.
<b>Question</b>	Where can I find upgrade information for Client Automation 7.5x?
<b>Answer</b>	Your local HP sales representative or HP Software Business Partner can help you get this information, alternatively please see the Customer Letter for further details.
<b>Question</b>	I plan to upgrade my Client Automation 7.5x environment using in-house technical resources. Where do I get all the required software?
<b>Answer</b>	All Client Automation 7.5x support customers can download Client Automation 8.1 media via 'My Updates'.
<b>Question</b>	What is the concurrent support time period
<b>Answer</b>	There will be 6 months of concurrent support for getting migrated to the Client Automation 8.1.

### Support contract related questions

<b>Question</b>	What is the end of support date?
<b>Answer</b>	The End of Support date for Client Automation 7.5x is December 31, 2013. As of this date all customer support activities for this version will cease, this includes: <ul style="list-style-type: none"> <li>• Telephone support</li> <li>• Security Rule updates</li> <li>• Product upgrades</li> </ul>
<b>Question</b>	Are there any other key dates I need to be aware of?
<b>Answer</b>	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 Client Automation 7.5x .HP will stop providing support for Client Automation 7.5x on December 31, 2013. Self-Help Support will continue to be available through December 31, 2015. Customers are encouraged to begin reviewing their business requirements for Client Automation 7.5x .Customers are also encouraged to contact their local HP Sales Representative or HP Software Business Partner for help in determining migration options that meet your business needs.
<i>Question</i>	Can I get a support contract for technical support only, without having to pay for upgrades?
<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 Client Automation 7.5x 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>	If I am on a support contract, what will I be entitled to?
<i>Answer</i>	You should have received a letter or electronic notification from HP to inform you about the availability of Client Automation 8.1 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.
<i>Question</i>	When I upgrade from Client Automation 7.5x to Client Automation 8.1, can I continue my existing support contracts until they expire?
<i>Answer</i>	Yes, your support contract will be updated automatically at the next renewal time.
<i>Question</i>	When I upgrade from Client Automation 7.5x to Client Automation 8.1, can I expect the same support pricing compared to Client Automation 7.5x?
<i>Answer</i>	Not necessarily. Each product support price is determined independently.
<i>Question</i>	What migration services are available to help me upgrade?
<i>Answer</i>	Your local HP sales representative or HP software business partner can help you get this information.
<i>Question</i>	What educational training packages are available for the Client Automation 8.1?
<i>Answer</i>	Your local HP sales representative or HP software business partner can help you get this information. For the latest HP Client Automation courses, please visit <a href="#">HP Software Education</a>

## For more information

For more information on Client Automation 8.1 and HP Software services, contact any of our worldwide sales offices or visit our worldwide websites on the Internet at:

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

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

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

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For more information, go to [www.hp.com/go/software](http://www.hp.com/go/software)

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