HP Client Automation Obsolescence Announcement

Frequently Asked Questions

On April 1, 2013, HP announced the end of sale date and end of support dates for HP Client Automation software.

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

Product related questions	
Question	When is HP discontinuing HP Client Automation software?
Answer	Effective April 1, 2013, HP is announcing the discontinuance of HP Client Automation software. Current customers may continue to purchase additional licenses of HP Client Automation until April 30, 2013. 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 HP Client Automation?
Answer	Hewlett-Packard has entered into a licensing agreement with Persistent Systems, Ltd. (PSL), for the HP Client Automation software. Persistent will accelerate delivering key new features and technologies for HPCA, especially in the mobile and cloud spaces. HP will continue to sell the product in a reseller agreement with PSL, so you will be able to purchase future licenses of the product from your vendor of choice.
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 Client Automation software?
Answer	HP Client Automation software will continue to be available for purchase to current support customers through April 30, 2013. As of May 1, 2013 you will no longer be able to purchase additional licenses of the product.
Question	Can I still purchase additional licenses for HP Client Automation software If yes, how?
Answer	No additional licenses for HP Client Automation software can be purchased from HP after April 30, 2013. If you would like to purchase additional licenses for these products, you may contact Persistent Systems, Ltd. (PSL) or contact your HP sales representative, as HP will sell the PSL Radia product as part of a reseller agreement.
Question	Do I need to request new license keys when purchasing new Persistent Systems Products?

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Answer	Please contact Persistent Systems, Ltd. (PSL). The contact information is provided in the customer letter.
Question	Who can I contact if I have more questions with regards to this product discontinuance?
Answer	Please refer to Product Support section in the customer letter for details.

Support contract related questions	
Question	What is the end of support date?
Answer	The End of Support date for HP Client Automation software from HP is when the existing support contract or ELA expires. As of this date, all customer support activities for this version from HP will cease, this includes: • Telephone support • Security Rule updates • Product upgrades However, you are encouraged to renew your support contracts with Persistent Systems, Ltd. once your current support contract expires. Persistent Systems, Ltd. will contact you regarding your support renewal.
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	Customers have the option to continue using HP Client Automation software. HP will stop providing support for HP Client Automation software once existing customer contracts expire. Customers are encouraged to renew your support contracts with Persistent Systems, Ltd., once your current support contract expires.
Question	Should there be a defect with a version of HP Client Automation Software for which no defect fixing is done anymore, can I pay for a fix to be implemented on my request?
Answer	Based on the agreement between HP & Persistent Systems, Ltd., HP has licensed the HP Client Automation software to Persistent Systems Ltd. Persistent Systems, Ltd. (PSL) may choose to offer defect fixes for an additional fee, depending on available resources.
Question	If I am on a support contract, what will I be entitled to?
Answer	You can continue to contact HP for support on this product as long as your support contract with HP is valid. Beyond that date, please contact Persistent Systems, Ltd. to renew your support contract. The contact information is provided in the customer letter.
Question	When I renew my support contract with Persistent Systems, Ltd., can I expect the same support pricing compared to HP?
Answer	Persistent Systems, Ltd. fully intends to match current HP support pricing, and HP has provided to Persistent Systems, Ltd., the current support contract data (products, quantities, pricing) so that they can price match.

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For more information

For more information on HP Client Automation software 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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