

HP Smart Plug-in for Citrix 3.6x End of Sale Announcement

Frequently Asked Questions

On December 1, 2014, HP announced the end of sale date for HP Smart Plug-in for Citrix 3.6x. The End of Committed Support and End of Extended Support dates for this product version were previously communicated on Software Support Online.

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

Product related questions	
<i>Question</i>	When is HP discontinuing sales for Smart Plug-in for Citrix 3.6x?
<i>Answer</i>	Effective December 1, 2014, HP is announcing the End of Sale of Smart Plug-in for Citrix 3.6x. Current customers may continue to purchase additional licenses of Smart Plug-in for Citrix 3.6x until February 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>	Why is HP discontinuing sales for Smart Plug-in for Citrix 3.6x?
<i>Answer</i>	Smart Plug-in for Citrix 3.6x will reach End of Committed Support in the near future. For this reason, HP is discontinuing the sales of Smart Plug-in for Citrix 3.6x. This is in accordance with the HP Software Supported Version Policy. Definitions of terms are documented in the HP Software product version obsolescence guidelines .
<i>Question</i>	When is the last date I can order Smart Plug-in for Citrix 3.6x?
<i>Answer</i>	Smart Plug-in for Citrix 3.6x will continue to be available for purchase to current support customers through February 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 Smart Plug-in for Citrix 3.6x? 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>	Do I need to request new license keys when upgrading to Smart Plug-in for Citrix 3.7x?
<i>Answer</i>	No, you don't need new license keys for Smart Plug-in for Citrix 3.7x.
<i>Question</i>	What version of Smart Plug-in for Citrix is currently available and what upgrade plans do you have for the product, if any?
<i>Answer</i>	The latest version is Smart Plug-in for Citrix 3.7x. Please check hp.com/go/software or otherwise check with your local HP sales representative

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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/hpssoftwaresupport/
- HP Technical Support: hp.com/go/hpssoftwaresupport/casemanager/submitcase

Question What are the hardware requirements to upgrade to Smart Plug-in for Citrix 3.7x?

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 Smart Plug-in for Citrix 3.7x?

Answer Your local HP sales representative or HP Software Business Partner can help you get this information.

Question I plan to upgrade my Smart Plug-in for Citrix 3.6x environment using in-house technical resources. Where do I get all the required software?

Answer All Smart Plug-in for Citrix 3.6x support customers can download Smart Plug-in for Citrix 3.7x media via '[My Updates](#)'.

Question What is the concurrent support time period

Answer There will be 6 months of concurrent support while upgrading to Smart Plug-in for Citrix 3.7x.

Support contract related questions

Question What is the End of Committed Support date?

Answer The End of Committed Support date for Smart Plug-in for Citrix 3.6x is February 28, 2015. This date was announced on Software Support Online on July 1, 2012. As of February 28, 2015, 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 Smart Plug-in for Citrix 3.6x 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?

Answer Please see Customer Letter page 1 for key dates.

Question What are my discontinuance options?

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Answer Customers have the option to continue using Smart Plug-in for Citrix 3.6x. HP will stop providing support for Smart Plug-in for Citrix 3.6x on February 28, 2015. Extended Support will continue to be available through February 28, 2017. Self-Help support will continue to be available through February 28, 2019. Customers are encouraged to begin reviewing their business requirements for Smart Plug-in for Citrix 3.6x. 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.

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 Smart Plug-in for Citrix 3.6x 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 Smart Plug-in for Citrix 3.7x 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 Smart Plug-in for Citrix 3.6x to Smart Plug-in for Citrix 3.7x, can I continue my existing support contracts until they expire?

Answer Yes, you can continue using your current support contract until they expire.

Question When I upgrade from Smart Plug-in for Citrix 3.6x to Smart Plug-in for Citrix 3.7x, can I expect the same support pricing compared to Smart Plug-in for Citrix 3.6x?

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 Smart Plug-in for Citrix 3.7x?

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](#)

Japan - [HP Software Education Japan](#)

Europe, Middle East and Africa - [HP Software Education EMEA](#)

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For more information

For more information on Smart Plug-in for Citrix 3.7x 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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December 2014

