

Autonomy Records Manager 12.6x, and 12.5x Obsolescence Announcement

Frequently Asked Questions

On March 20, and April 8, 2015, HP announced the end of sale date and end of support dates for Autonomy Records Manager (ARM) 12.6x, and 12.5x, formerly known as CA Records Manager and FileSurf. This document provides answers to frequently asked questions regarding this announcement as well as the HP Records Manager Exchange Program.

Product related questions

Question When is HP discontinuing ARM?

Answer HP has announced the discontinuance of Autonomy Records Manager (ARM), formerly known as CA Records Manager and FileSurf. Current customers may continue to purchase additional licenses of ARM until June 1, 2015. As of this date, the product will be removed from HP's Corporate Price List and will no longer be orderable.

Question How long will HP continue to provide support for ARM?

Answer ARM will continue to be supported for maintenance and bug fixes only until February 28, 2017.

Question Why is HP discontinuing ARM?

Answer Through merger and acquisition, HP has acquired a number of legacy records management products with unique strengths and areas of overlapping functionality. Our strategy to combine the strengths of HP TRIM, ARM and Meridio into HP Records Manager 8.1, a single market-leading offering will ensure that you receive the greatest benefit and maximum enhancements. HP Records Manager is the go-forward electronic document and records management solution from HP.

Question What product numbers are affected by this obsolescence?

Answer Please refer to Appendix B in the customer letters dated March 20, 2015 and April 8, 2015 for the list of affected product numbers.

Question Can I still purchase additional licenses for ARM?

Answer Additional licenses may be purchased through June 1, 2015. Additional licenses may not be purchased for versions that are discontinued and past their end of support date.



HP Records Exchange Program related questions

Question What is the replacement product for ARM?

Answer HP Records Manager (HPRM) is the successor product to ARM and is HP's next generation electronic document and records management solution, consolidating three proven and successful products (HP TRIM, ARM, and Meridio) into a single best of breed solution to ensure that customers receive the greatest benefit and maximum enhancements.

Question Is HP Records Manager available to ARM customers today?

Answer HP Records Manager will be made available to customers with active support contracts for ARM through the HP Records Manager Exchange Program. The exchange program, specifically designed for ARM customers, allows you to exchange your ARM licenses for HP Records Manager licenses.

Question What version of HP Records Manager is currently available and what update plans do you have for the product, if any?

Answer The latest version at the time of publishing this document is HP Records Manager 8.1x. Please check with your HP Representative for the latest information.

Question Is there a cost to exchange my ARM license and exchange to HP Records Manager?

Answer Now through July 31, 2015, HP is offering customers the opportunity to exchange ARM licenses for HP Records Manager licenses free of charge. To qualify for this license exchange promotion you must:

- have an active support contract for ARM
- submit a License Exchange Request on or before July 20, 2015
- sign and return the License Exchange Agreement (LEA) on or before July 31, 2015

If you are unable to take advantage of this promotion, there will be a nominal fee per user license when you exchange to HP Records Manager. To determine the exact cost, please contact your HP Representative.

Consulting and migration services from HP Professional Services or Channel Partner rates apply.

Question How do my ARM licenses convert to HP Records Manager licenses?

Answer The HP Records Manager 8.1 license model has four components:

- Product editions
- User types
- Record volume packages
- Optional modules

The *HP Records Manager Migration Edition* was created specifically for converting ARM license components and functionality to like functionality in HP Records Manager and includes an unlimited record volumes package as well as the Advanced Disposition Processing optional add-on module. In addition, this edition entitles you to HPRM SharePoint integration even if you are not currently licensed for the ARM Content Management integration.

If you are currently licensed for the ARM Warehouse Vendor integration, these licenses will be converted to the HPRM External Warehouse optional add-on module which currently supports integration with Iron Mountain and oneilBridge.

All ARM user licenses, whether administrator or end-user, will be converted to the



“Records Manager / Administrator” user type licenses on 1:1 basis. This user type is the highest available in the new HPRM license model. However, the user permissions can be customized to suit the requirements of staff.

Question Where can I locate information on the HP Records Manager licensing model?

Answer Detailed information can be found in the [HP Records Manager licensing model datasheet](#)

Question Do I have to exchange all ARM user licenses to HP Records Manager user licenses?

Answer Yes. You must exchange all ARM user licenses to qualify for the *HP Records Manager Migration Edition*.

Question Can I purchase additional user licenses when I exchange to HP Records Manager?

Answer Yes you can purchase additional user licenses under the new HP Records Manager licensing model and you will have the choice of user type. You can have any combination of Administrator, Records Coordinator, Knowledge Worker, Contributor, and Inquiry users.

Question Can I downgrade my converted user licenses to a level below the Administrator type?

Answer No, you cannot downgrade converted licenses. They must remain at the Administrator user type; however, the user permissions can be customized to suit the requirements of staff.

Question Can I purchase additional HP Records Manager modules?

Answer Yes, you can purchase additional optional modules such as External Warehouse Integration, Auto-classification, OCR, Rendering, and the SAP ArchiveLink integration.

Question How do I initiate an exchange to HP Records Manager?

Answer You will need to email a *License Exchange Request* to your HP Representative. This email request will contain details of your existing ARM software licenses as well as the nominated contact for your organization who can sign the *License Exchange Agreement* (LEA).

Click [here](#), you will find details on the license exchange process and instructions for initiating a license exchange request.

Note: To qualify for the *License Exchange promotion*, described above, the *License Exchange Request* must be submitted to HP on or before July 20, 2015.

Question Do I need to submit a formal *License Exchange Request* and/or sign a *License Exchange Agreement* if I am not able to meet the *License Exchange Promotion* timeline?

Answer Yes. Whether or not you take advantage of the *License Exchange promotion* described above, you must submit a *License Exchange Request* and sign the *License Exchange Agreement* to exchange to HP Records Manager.



<i>Question</i>	Do I need to obtain new license keys when exchanging to HP Records Manager?
<i>Answer</i>	Yes, You will receive an email from HP confirming the completion of your license exchange. The email will include your original License Exchange Request and an executed copy of your LEA. You will also receive your SAID (Service Agreement ID). The SAID is your unique identifier with HP which you will need to download the HP Records Manager software and license keys from HP Software Support Online .
<i>Question</i>	Is one advantage of the <i>License Exchange Agreement</i> that I can use the new HP Records Manager license key to test/trial HP Records Manager features prior to formally migrating in my production environment?
<i>Answer</i>	Yes you can use your HP Records Manager license key to test the software prior to putting it into a production environment and going live.
<i>Question</i>	I plan to exchange my ARM environment to HP Records Manager using in-house technical resources. Where do I get all the required software?
<i>Answer</i>	Once you receive notification from HP confirming the completion of your license exchange, you will be able to download the HP Records Manager software as well as the ARM – HP Records Manager migration tool from HP Software Support Online .
<i>Question</i>	What are the hardware and software requirements for HP Records Manager?
<i>Answer</i>	Please contact your HP Representative.
<i>Question</i>	What services are available to help me exchange to HP Records Manager?
<i>Answer</i>	HP Professional Services or your HP Software Business Partner can provide migration assistance as a services engagement. For information on HP Professional Services offering, please read: Upgrade to HP Records Manager 8.1 HP Professional Services contacts: Americas: elaine.pelletier@hp.com Europe, Middle East, Africa: keith.mawhinney@hp.com Asia Pacific: andrew.park@hp.com
<i>Question</i>	Will I continue to use the same customer support service when I exchange to HP Records Manager?
<i>Answer</i>	No. When you exchange to HP Records Manager you will use a different support portal: HP Software Support Online . When you receive confirmation of your license exchange completion, you will receive your SAID (Service Agreement ID). The SAID is your unique identifier with HP which you will need to submit service requests.
<i>Question</i>	Are there any HP Records Manager user forums or discussion boards available?
<i>Answer</i>	Yes. There is an HP Records Manager online community available to you where you can find answers to your technical questions, share your knowledge and collaborate with peers. Visit the HP Records Manager forum directly. Click on login (using your HP Passport id) to participate. If you don't have an HP Passport id, then click on register.



Question What educational training is available for HP Records Manager?

Answer Please visit [HP Software Education](#) for information on available HP Records Manager training offerings.

Question Who can I contact if I have more questions with regards to this product discontinuance and the HP Records Manager Exchange Program?

Answer Please contact your HP Representative.

Support contract related questions

Question What is the end of support date?

Answer The End of Support date for ARM is February 28, 2017. As of this date all customer support activities for this version will cease, this includes:

- Telephone support
- Security Rule updates
- Product updates

Question Are there any other key dates I need to be aware of?

Answer Click [here](#), please see Customer Letter for key dates.

Question What are my discontinuance options?

Answer Customers have the option to continue using ARM. HP will stop providing Committed Support for ARM on 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 ARM. Customers are also encouraged to contact their HP Representative or HP Software Business Partner for help in determining migration options that meet your business needs.

Question Should there be a defect with ARM 12.6x or 12.5x 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 What is the concurrent support time period?

Answer If you sign the *License Exchange Agreement*, you are entitled to concurrent use of and support for both ARM and HP Records Manager software until February 28, 2017.

You are only authorized to use the HP Records Manager software to manage the same environment that is currently managed using the ARM software.

Question When I exchange from ARM to HP Records Manager, can I continue my existing ARM support contracts until they expire?

Answer Yes, upon expiration of your ARM support contract you will need to send a PO to renew your HP Records Manager support contract. If you send the PO for the HP Records Manager support contract your ARM support contract will be extended to allow concurrent for both ARM and HP Records Manager through the End of Support date for ARM, February 28, 2017.



Question

When I exchange to HP Records Manager can I expect the same support pricing compared to ARM?

Answer

Not necessarily. The support price for the replacement product will be determined by the current support pricing policies.

For more information

For more information on HP Records Manager and the HP Records Manager Exchange Program please visit:

<http://www.autonomy.com/products/hp-records-manager>

<http://www.autonomy.com/work/services/professional-services>

<https://softwaresupport.hp.com/web/softwaresupport/document/-/facetsearch/document/KM01590562>

