

June 01, 2015



Hewlett-Packard Company  
3000 Hanover Street  
Palo Alto, CA 94304

[hp.com](http://hp.com)

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Dear HP Software customer,

On March 20, 2015 and April 8, HP [announced](#) the product discontinuance for Autonomy Records Manager (ARM), formerly known as CA Records Manager and FileSurf effective February 28, 2017. With the successor product, HP Records Manager 8.1x, generally available today, this notification letter is being sent to ARM support customers worldwide to inform you of the HP Records Manager Exchange Program available to you and the steps you need to take.

### **HP Records Manager License Exchange Program**

HP wants to ensure that this exchange is a positive experience for you. To help you to easily transition to HP Records Manager and to help protect your investment in ARM, we established an exchange program specifically designed for ARM customers. The exchange program includes a unique “HP Records Manager Migration Edition” which consists of all the features of the HP Records Manager Base Edition, plus some significant benefits:

- All existing ARM user licenses converted to “Records Manager / Administrator” user type licenses
- Unlimited volume package
- Inclusion of the following modules:
  - HP Records Manager for SharePoint integration
  - Workflow
  - Multi-jurisdiction retention
  - Advanced disposition processing
  - Space management
- ARM to HP Records Manager 8.1x migration tool

Existing customers with active support contracts for ARM qualify for the Migration Edition when they sign a Software License Exchange Agreement (LEA) to exchange to HP Records Manager.

### **License Exchange Promotion – Limited-time Offer**

HP is offering customers the opportunity to exchange ARM licenses for HP Records Manager free of charge. To qualify for this 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 license exchange promotion, there will be a nominal fee charged per user license when you exchange to HP Records Manager. To determine the exact cost, please contact your HP representative.

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### License Exchange Request

Whether or not you take advantage of the license exchange promotion described above, you must formally request the exchange of ARM licenses covered by active contract(s) to HP Records Manager licenses to exchange to HP Records Manager.

Information on submitting a License Exchange Request is located at: [ARM - HP Records Manager License Exchange Program](#).

### License Exchange Agreement

Following receipt of your License Exchange Request, you will receive a License Exchange Agreement (LEA) outlining your HP Records Manager license entitlements. The LEA must be signed and returned to HP in order to receive HP Records Manager license keys and download the software.

Signing the LEA does not require you to immediately exchange to HP Records Manager. You are entitled to concurrent use of and support for both ARM and HP Records Manager software until February 28, 2017.

### Key Program Dates

HP is committed to providing the highest level of customer care to you while you determine your future strategy for your ARM product. Please read below for key timelines and options that are now available to you.

Date	Program Activity
Jun 01, 2015 - Jul 31, 2015	HP Records Manager Exchange Program - license exchange promotion (free of charge)
Jun 1, 2015	End of sale: ARM is no longer orderable or available for purchase
Aug 01, 2015 - Feb 28, 2017	HP Records Manager Exchange Program – nominal charge
Feb 28, 2017	End of (Committed) Support for ARM 12.5x & ARM 12.6x
Feb 28, 2017	HP Records Manager Exchange Program expiration
Feb 28, 2019	End of Self-Help Support for ARM 12.5x & ARM 12.6x

### More Information

For more details, please see [Frequently Asked Questions](#).

Should you have any questions about the HP Records Manager Exchange Program, or for assistance in understanding the options available to you, please contact your HP representative.

HP once again wishes to thank you for choosing ARM. We appreciate your business and look forward to continuing to serve your business needs in the future.

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Sincerely,

HP Software Services

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