

License Exchange Request Instructions

Follow the steps below to request the exchange of Autonomy Records Manager (*ARM) licenses for HP Records Manager licenses.

1	Contact HP at HP SW Sales Assist Very important: Do not forget to attach the - Proof of initial ARM license purchase - Copy of active ARM renewal contract
2	Wait for email from HP - Legal quote for the additional licenses you need to purchase
3	Submit a Purchase Order based on the legal quote to HP for the required HP Records Manager upgrade licenses. Once you get back the HP Order number forward that to HP SW Sales Assist
4	Wait for email from HP - license exchange agreement (LEA)
5	Sign and return the LEA to HP SW Sales Assist
6	Look for an email notice from HP confirming the completion of your license exchange The email will include your Support Agreement ID (SAID*). 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 . In addition it will include information how to get support on ARM after your ARM contract is expired until the End of Support Feb 28, 2017.

Additional Information

Please visit [FAQ's](#).

Should you have any questions about the HP Records Manager License Exchange Program, or for assistance in understanding the options available to you, please contact [HP SW Sales Assist](#).