

HP

HP Remote Graphics Software Update Solution Change

Discounted Upgrades

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As part of the new investment and commitment to HP Remote Graphics Software, HP interviewed many customers to better understand their HP RGS use cases, pain points, and feature requests. This change is a result of those efforts. The end result to the customer will be a much easier solution to manage with the potential to reduce their HP RGS costs.

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HP Remote Graphics Software Update Statement

The HP RGS (Remote Graphics Software) team is releasing a new and improved upgrade solution to replace the separately sold HP RGS Software Assurance product. This change moves HP RGS to an industry standard upgrade model which will greatly simplify the process for customers.

HP will no longer require customers to pay for future upgrades in advance of their availability (Software Assurance). Furthermore, customers will no longer be required to track the expiration dates of all their Software Assurance licenses. Customers will now be able to purchase discounted upgrades to major HP RGS releases as they become available.

Customers who own valid licenses for one of the previous two major releases (versions 5.4.x or 5.3.x) of HP RGS will qualify to purchase the next major release at a 75% discount to the list price. Patch releases will continue to be free for customers with valid licenses.

This change removes the need for the HP RGS Software Assurance product; it will no longer be available for purchase after October 31 2011.

The end result to the customer will be a much easier solution to manage with the potential to reduce their HP RGS costs.

Explanation of HP RGS Upgrade Change

As part of the new investment and commitment to HP Remote Graphics Software, HP interviewed many customers to better understand their HP RGS use cases, pain points, and feature requests. It was discovered that HP RGS Software Assurance, the current solution for upgrading HP RGS, was a top pain point for customers for the following reasons:

- Difficult to manage HP RGS Software Assurance license renewal/expiration dates across large enterprise businesses because they are not coterminous. (They don't expire at the same time).
- Not clear how to redeem and install the HP RGS Software Assurance license, or not clear that you need to redeem and install the HP RGS Software Assurance license.
- No notifications of new RGS versions available for customers who did not register their RGS Software Assurance license.

About the old solution: HP RGS Software Assurance

After purchasing licenses for HP RGS, many customers also purchased HP RGS Software Assurance licenses, which entitled them to any upgrades to the HP RGS software that were released within a year. An RGS Software Assurance License was priced at a 75% discount to the list price of an RGS license. The purpose was to allow loyal customers a steeply discounted way to stay current with RGS releases as well as to help them budget their RGS needs.

To redeem their RGS Software Assurance purchase the customer had to go through an online redemption process, install a license file to either the computer running HP RGS or the license server, then track the expiration date of the license to ensure that they repurchased RGS Software Assurance the next year. This process was confusing to many and caused manageability issues for most.

About the new solution: HP RGS Discounted Upgrades

In the new solution, just like in the old solution, customers will be able to purchase upgrades to HP RGS at a 75% discount to the list price of a new HP RGS License. Customers who own one of the previous two major releases (versions 5.4.x or 5.3.x) of HP RGS will qualify to purchase the discounted upgrade. Patch releases will continue to be free for customers with valid licenses.

The difference is that HP will no longer require customers to pay for future upgrades in advance of their availability (RGS Software Assurance). Furthermore, customers will no longer be required to track the expiration dates of all their RGS Software Assurance licenses. Customers will now be able to purchase discounted upgrades to major HP RGS releases as they become available.

The end result to the customer will be a much easier solution to manage with the potential to reduce their HP RGS costs.

HP RGS Discounted Upgrades Comparison Chart

Features	RGS Software Assurance	Discounted Upgrade
Price	75% Discount (Per Year)	75% Discount (Per Major Upgrade)
Industry Standard	No 😞	Yes 😊
Multiple Expiration Dates	Yes 😞	No 😊
Requires Annual Renewal	Yes 😞	No 😊
Requires Advance Purchase	Yes 😞	No 😊

Q & A about the new solution: HP RGS Discounted Upgrades

Q: When will RGS Software Assurance be discontinued?

A: Final sale date is Oct 31 2011

Q: What are the RGS Software Assurance product numbers that will be discontinued?

A: AW692AA, AW685AAE, AW685AA, AW694AA, TA845AA, AW682AAE, AW682AA, AW691AA

Q: Who will qualify for the discounted upgrade?

A: Anyone who owns one of the two most recent major releases of HP RGS. As of this writing that includes HP RGS versions 5.4 & 5.3. (HP RGS version 5.3 was released Sept 4 2009)

Q: What is a Major Release?

A: 5.3 and 5.4 are major releases. 6.0 would be a major release. (5.4.5 and 5.4.6 are patch releases.)

Q: Will the discounted upgrade product be available for purchase by the final sale date of RGS Software Assurance (Oct 31 2011)?

A: No. However this should not matter because the discounted upgrade product will be available for the next major HP RGS release.

Q: If a customer purchased RGS Software Assurance recently will they still get free upgrades for a year?

A: Yes.

Q: How can customers order the discounted upgrade product?

A: The HP RGS Discounted Upgrade product will have its own orderable product number. The customer will order through their account rep or they may order online.

Q: How will a customer know when new HP RGS releases are available?

A: There are several ways customers can learn about new HP RGS releases

- HP RGS Webpage: www.hp.com/go/rgs
- HP Passport Account updates (Created when the RGS license is downloaded)
- Subscribers Choice (Alerts through HP support center. <http://h20565.www2.hp.com/portal/site/hpsc/>)
- Through their account reps/suppliers

Q: How does HP verify that a customer qualifies for discounted upgrade?

A: The customer can check their license files to confirm that they currently own the appropriate number of licenses for HP RGS of one of the previous two major releases. If the customer orders online they will be directed to the proper product.

Q: How will HP RGS part numbers work?

A: Each major release will have two product numbers per license type. For example, a 5.5 release for desktop use would have a full price product number and a discounted upgrade product number.

Q: What if a customer liked RGS Software Assurance because it helped them budget their HP RGS expenses?

A: They can continue to budget the same amount for HP RGS. While HP cannot guarantee a specific release cadence, budgeting for one major HP RGS release per year is recommended.

For further information please contact Christian Jones, HP RGS Product Marketing Manager
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