



Frequently Asked Questions (FAQ)

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Purchasing & Availability

Q: What plan options are available for HP Workspace?

A: HP Workspace is an application virtualization service with application testing and delivery provided by trained HP Workspace Service Desk agents lightening the load for a customer’s IT group. HP Workspace is available in two service options – Essential and Premium.

Essential is a great solution for organizations who have mostly-mobile workers who need to be in “desktop mode” using Windows or web-based line-of-business applications less than a few of hours a day. Premium provides additional virtualized applications, more cloud computing power, and additional hours for users who need to use applications in a desktop mode more frequently. With either service, there is a VPN integration service option (sold separately). The VPN service enables secure access to data and databases behind a company’s firewall.

HP Workspace plan options at a glance:

	Essential	Premium	Add-On Service
Monthly usage (per user)	40 hours	80 hours	1 year VPN integration
Cloud processing power (per user)	Dedicated vCPU	Dedicated vCPU	Licensing is per VPN gateway – not per user
Virtual machine RAM (per user)	4GB RAM	8GB RAM	
Virtualized Apps	≤10	Unlimited	
Application analytics	—	Detailed usage reports	
Support	Mon-Fri deployment and incident support ¹	Mon-Fri deployment and incident support ¹	

Per-user service licenses are available for 1, 2, and 3 year terms.

Q: What is the pricing and availability for HP Workspace?

A: HP Workspace is planned to be available on September 27, 2016. The suggested list price for a one year license of HP Workspace Essential is \$579 USD per user per year (the equivalent of \$49 USD monthly per user), and is designed for businesses looking to virtualize up to ten applications with 40 hours of usage for each user per month.

The suggested list price for a one year license of HP Workspace Premium is \$939 USD per user per year (the equivalent of \$79 USD monthly per user), and is designed for businesses who need to provide their employees with regular access to their desktop applications. This option offers 80 hours of usage, access to an unlimited number of virtualized applications, and detailed usage reports.

The optional VPN integration service has a suggested list price of \$2,995 USD per year, per gateway.

Those who purchase an HP Elite x3 bundle solution on or before January 31, 2017, can take advantage of a free 60-day HP Workspace Premium service launch promotion² enabling customers to virtualize up to ten 32 or 64-bit Windows applications with this innovative service from HP.

Pricing may vary by region and HP resellers. Please contact your HP partner or HP account representative for licensing details.

¹ See regional Service Desk hours in the HP Workspace Service Level Agreement (SLA) at www.hp.com/go/workspace.

² Requires purchase of any HP Elite x3 bundle which includes an HP Elite Desk Dock or Lap Dock. Valid for purchases through January 31, 2017. Customer must activate the 60-day service before February 28, 2017. Offer is only available from your HP account representative or your HP Partner. Virtualize up to ten 32 or 64-bit desktop applications or web applications.

Q: Will HP Workspace work on devices other than the HP Elite x3?

A: The HP Workspace client app is currently supported on the HP Elite x3 or other Windows 10 Mobile devices that support operation in Continuum mode. Other device types are planned to be supported in the future.

Q: What happens when an individual user exceeds the hourly limit for HP Workspace?

A: If users hit their monthly usage limit, they can work against the total pooled hours that the customer purchased (e.g., 50 users at 40 hours each = 2,000 hours to be used across users). If a customer reaches maximum capacity, a service interruption will not be immediate. However, the customer will be contacted and asked to adjust their service plan going forward to better meet their organization's overall needs.

Q: Is there a way to try HP Workspace with applications that my company uses?

A: Yes, purchasers of any HP Elite x3 bundle on or before January 31, 2017 can take advantage of a free 60-day HP Workspace Premium service³ launch promotion offer. That's more than a \$150 value per user!⁴ Contact your HP partner or HP account representative to activate the free 60-day service.

Q: How do customers convert their free 60-day HP Workspace service launch promotion offer to a paid 1, 2, or 3-year license for HP Workspace?

A: At any time during the 60-day launch promotion service period, customers may contact their HP partner or HP account representative to purchase HP Workspace. Customers will purchase a new SKU for the specific service package and license term desired. If an HP Workspace license is purchased within the 60-day period, there will be no disruption of service. Customers can then add more users or applications (based on the licensing option selected) to their company catalog of virtualized applications.

Q: What happens when the 60-day HP Workspace Premium service launch promotion expires?

A: As the 60-day limit approaches, the customer will be reminded via an application notification or HP partner email that the service is ending. To continue the service, the customer will be prompted to purchase an HP Workspace license to prevent a service interruption.

On the 61st day, the service will no longer be active and mobile users will not be able to use the virtualized applications in their application catalog. Users will be prompted to contact their internal IT administrator.

Customer Support

Q: What steps does a customer need to take to obtain support for HP Workspace?

A: The customer simply opens a service request from the HP Workspace dashboard at www.hpworkspace.com. Customers are supported via live chat or call back Monday-Friday. See regional support details in the HP Workspace Service Level Agreement (SLA) at www.hp.com/go/workspace.

Q: What are the language options for HP Workspace support?

A: At launch with the first service update, the HP Service Desk provides support in English and Japanese. More languages are planned and will be added in the near future.

³ Requires purchase of any HP Elite x3 bundle which includes an HP Elite Desk Dock or Lap Dock. Valid for purchases through January 31, 2017. Customer must activate the 60-day service before February 28, 2017. Offer is only available from your HP account representative or your HP Partner. Virtualize up to ten 32 or 64-bit desktop applications or web applications.

⁴Promotional value is based on list price of two months of Premium service per user.

Q: Who provides the customer service and support for HP Workspace?

A: The HP Workspace application virtualization service and ongoing support for HP Workspace are provided by HP Service Desk agents directly via www.hpworkspace.com. There is no need to go through an HP partner to obtain service.

Q: Who is responsible for ensuring that virtualized applications are licensed correctly?

A: The HP Workspace customer is responsible for ensuring that all virtualized applications have a valid license from the software publishers.

Q: What service level guarantee does HP Workspace offer in its Service Level Agreement (SLA)?

A: The SLA targets a service uptime rate of 99.9 percent for HP Workspace. See the full SLA at www.hp.com/go/workspace for details.

Q: Where are HP Workspace data centers located?

A: HP Workspace is supported by seven, SSAE16-SOC certified, regional data centers, serving numerous countries. Data centers are located in Australia, Germany, Ireland, Japan, Singapore, and two in the United States (California and Virginia). The HP Workspace team will be enabling more data centers in the coming months to ensure more extensive global coverage for customers. To see an updated list of HP Workspace regional data centers, visit www.hpworkspace.com.

Q: When users travel internationally, do they continue to use their original data center for HP Workspace access or do they switch to a regional center?

A: A user's regional data center for application access in HP Workspace is specified at the time of setup. Employees traveling internationally will access their default regional data center. If an organization has employees who need in-region data center access, the company's IT administrator can work with their HP Service Desk agent to set up additional regional user accounts. For example, if you have a user who frequently travels between the US and Asia, two regional accounts could be created for this employee with unique log-on credentials.

Using HP Workspace

Q: How does an end-user access HP Workspace from an HP Elite x3?

A: To access HP Workspace, dock the unlocked, HP Elite x3 to either an HP Elite Lap Dock or HP Elite Desk Dock. When the device automatically activates Windows Continuum mode and shows on the connected display, simply tap the **HP Workspace tile** that appears on the HP Elite x3 **Start** screen.

If you don't find the tile, click or tap **Windows Start > All Apps > HP Workspace**. You'll then be prompted to log on to HP Workspace with your corporate credentials.

Note that Internet access is required to use HP Workspace. If the HP Workspace app is not listed in the All Apps list, the user can download the HP Workspace app from the Windows App Store.

Q: Does HP Workspace eliminate the need for a customer to have a VPN?

A: If a customer is already utilizing a VPN infrastructure, HP Workspace does not eliminate the need for a VPN. In some cases, the HP Workspace application virtualization servers might need access to corporate resources such as printers through the VPN. HP offers VPN integration as an add-on service for HP Workspace customers who need it. Contact your authorized HP partner or HP account representative for purchasing details.

Q: Does the customer have a dedicated virtual machine (VM) or is it shared with other customers?

A: Customers can be assured that their data is private and secure. HP Workspace customers have a dedicated VM isolating their applications and data from others. For licensed users, it's like having a dedicated PC in the cloud.

Q: Does HP Workspace include a file storage offering?

A: HP Workspace does not include a cloud file storage service. However, HP Workspace does support third-party cloud storage providers including Dropbox, Box, and Google Drive with support for OneDrive coming soon (licensed separately). Users can also access their internal file servers using the VPN option. HP Elite x3 users can share files directly from their device with any cloud storage service that support Windows 10 Mobile.

Q: Can users save files directly to their HP Elite x3 or to a USB drive from HP Workspace?

A: Yes. If a user already has a mouse and keyboard connected to the dock, the user may need to download the file to the HP Elite x3 first and then save it to the USB drive.

Q: How do users navigate between open applications in HP Workspace?

A: Users can toggle between open applications in HP Workspace, by using the keyboard shortcut keys **Alt + ~**.

Q: Can users print from HP Workspace?

A: Yes, HP Workspace supports printing to PDF from virtualized applications, which can then be printed from the HP Elite x3. A user with a docked HP Elite x3 using the Microsoft Office Mobile suite of applications can download the PDF from HP Workspace and then print to any printer the device can access. With the HP Elite x3, users can also print to network printers that Windows 10 Mobile supports. For a list of supported printers, visit: <https://support.microsoft.com/en-us/kb/3083720>.

Q: Does HP Workspace support conference calling?

A: Third-party conferencing software that requires microphone access is not currently supported with HP Workspace. However, there are several, popular conferencing solutions with native Windows 10 Mobile apps that can be used directly on the HP Elite x3 for conference and video calls.

Q: What is the minimum bandwidth required for cellular and Wi-Fi connections with HP Workspace?

A: While there is no minimum requirement to run HP Workspace, a cellular 4G LTE or higher data network or a Wi-Fi network connection with bandwidth of at least of 1 megabit per second is strongly recommended.

Q: Where can I find more information about HP Workspace?

A: Learn more about the HP Workspace application virtualization service by visiting www.hp.com/go/workspace. For more information about the HP Elite x3, please visit www.hp.com/go/elitex3.

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