

Frequently Asked Questions for HP Workspace end-of-life plan

**Q: Why are we discontinuing HP Workspace?**

A: At the time of HP Elite x3's release, there were limited options to deliver Windows PC applications to Windows 10 Mobile in Continuum mode. As a result, HP Workspace, an application virtualization service, was introduced to enable HP Elite x3 users access to Windows "desktop" applications on the HP Elite x3 device. Since then, major providers such as VMWare®, Microsoft® and Citrix® have released or improved their solutions for this operating system. Furthermore, HP's sales and marketing partnerships have been formed at the regional level with these providers.

Q: When will HP stop selling HP Workspace?

A: HP will stop selling HP Workspace as of July 2017.

Q: For customers who want to use application virtualization with the HP Elite x3, what solutions are available?

A: HP has several technology partners who offer virtualization solutions for Windows 10 Mobile, including VMware, Microsoft, and Citrix. Customers should contact these partners directly to learn more about their offerings.

Q: Will HP continue to sell and support the HP Elite x3 on Windows 10 Mobile?

A: Yes. HP will continue to sell and support the current HP Elite x3.

Q: Will HP offer an application virtualization solution through HP DaaS?

A: HP DaaS currently does not include plans for an application virtualization solution. HP will continue to monitor market demand for this type of service when evaluating future offerings.

Q: Can customers/partners still request 60-day accounts until the EOL date?

A: No. We will no longer be offering the product or 60-day trial accounts, effective immediately.

Q: For current 60-day account users, when will the service be discontinued?

A: Current 60-day account users will be notified of the change by June 30, 2017 and all 60-day accounts will be terminated by **August 10, 2017**.

Q: What steps does a customer/partner who is in an active trial need to take to transition their service to another solution?

A: Customers and partners who have active trials do not need to take any action as part of the discontinuation of the service. At expiration, the HP Workspace accounts will be terminated and virtual machine data will be removed.

Q: For further questions, who can sales reps/customers/partners contact from the HP Workspace team?

A: Please contact your HP representative



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