Migrating from HP Neoware Thin Clients to HP Thin Clients

Overview

HP Closes Neoware Acquisition (Press Release)

HP announced on October 1, 2007, that it had completed its acquisition of Neoware Inc., a provider of thin client computing and virtualization solutions.

With the acquisition of King of Prussia, PA-based Neoware, HP plans to use the best of both companies' technologies to create thin clients that are easier to deploy, more secure and more affordable.

Thin clients provide a higher level of security, can reduce maintenance costs, and consume less electricity compared to other desk-based computing products because they contain no local data, no moving parts, utilize low-power components and connect over a network to remote blade PCs and servers where data processing and storage occurs.

"The integration of Neoware will enable us to offer the industry's broadest portfolio of remote client solutions that deliver the most secure, reliable and easily managed computing infrastructure available today," said Kevin Frost, vice president, Business Desktops, Personal Systems Group, HP. "Our top priority is to ensure that Neoware and HP deliver uncompromised product and business continuity to our combined customers."

Prior to the acquisition, HP was the worldwide leader in each of the Microsoft Windows® XPe, Windows CE and Linux thin client categories. Acquiring Neoware is expected to boost HP's thin-client business in the areas of Linux software, client virtualization and customization capabilities.

Objectives

- Ease transition to Device Manager
  - Neoware image refresh integrating DM support
  - Replaces legacy Neoware management solutions
  - HP image refresh integrating DM support for current HP thin clients
- Provide investment protection
  - HP Backward Compatibility: Addressed via N-1
  - Neoware image refresh for Neoware platforms beyond EOL
- Deliver best of breed features and enhancements for CE, XPe, and Linux.
  - Latest software components
    (ICA, RDP, IE, Media Player, TeemTalk)
  - Expanded VDI Support
    (VMware VDM, Citrix XenDesktop, HP SAM, LeoStream, Provision)
  - Expanded management options
    (Altiris, HP Device Manager, HP Client Automation, HP ThinState)
  - Security (Enhanced Write Filter, Sygate Security Agent)
  - Dual monitor, touch screen and enhanced wide screen support

Hardware Transition Matrix

Neoware / HP Neoware Product	Part Number Prefix	Operating System	Flash (MB)	Release Date	End of Life	Discontinued	End of Service Life (EOSL)	Recommended Replacement Product
Neoware								
Bondless Capio	CP-	Windows CE & NeoLinux	8, 16 & 32	< 2000	1-Oct-02	1-Jan-03	1-Jan-08	HP t5145 (Linux) or HP t5540 (CE)
Boundless Capio II	CP-	Windows CE & NeoLinux	8, 16 & 32	< 2000	1-Oct-02	1-Jan-03	1-Jan-08	HP t5145 (Linux) or HP t5540 (CE)
IBM 2200	Unknown	Windows CE	32	< 2000	1-Oct-02	1-Jan-03	1-Jan-08	HP t5540 (CE)
IBM 2800 IBM 2800 with PCMCIA Option	Unknown	SUSE Linux	32	< 2000	1-Oct-02	1-Jan-03	1-Jan-08	HP t5545 (Linux) HP t5735 with PCI Option (Linux)
Eon 2000 Eon 2000 with PCI Option	BA-EON2000	NeoLinux	32	< 2001	1-Oct-02	1-Jan-03	1-Jan-08	HP t5545 (Linux) HP t5735 with PCI Option (Linux)
Eon 3000 Eon 3000 with PCI Option	BA-EON3000	Windows CE	16 & 32	< 2001	1-Oct-02	1-Jan-03	1-Jan-08	HP t5540 (CE) HP t5730 with PCI Option (XPe)
Eon 4000 Eon 4000 with PCI Option	BA-EON4000	NeoLinux	32 & 64	< 2001	1-Oct-02	1-Jan-03	1-Jan-08	HP t5545 (Linux) HP t5735 with PCI Option (Linux)
Eon 4300 Eon 4300 with PCI Option	BA-EON4300	NeoLinux	32 & 64	< 2003	1-Oct-02	1-Jan-03	1-Jan-08	HP t5545 (Linux) HP t5735 with PCI Option (Linux)
Eon 5000 Eon 5000 with PCI Option	BA-EON5000	Windows NTe	128 & 192	< 2003	1-Oct-02	1-Jan-03	1-Jan-08	HP t5630 (XPe) HP t5730 with PCI Option (XPe)
Eon 6000 Eon 6000 with PCI Option	BA-EON6000	Windows XPe	192 & 256	< 2003	1-Oct-02	1-Jan-03	1-Jan-08	HP t5630 (XPe) HP t5730 with PCI Option (XPe)
Eon 6300 Eon 6300 with PCI Option	BA-EON6300	Windows XPe	192 & 256	< 2003	1-Oct-02	1-Jan-03	1-Jan-08	HP t5630 (XPe) HP t5730 with PCI Option (XPe)
Capio 500 - G200	CP-	NeoLinux	8, 16 & 32	< 2003	1-Oct-03	1-Jan-04	1-Jan-09	HP t5145 (Linux)
Capio 600 - G200	CP-	Windows CE	8, 16 & 32	< 2003	1-Oct-03	1-Jan-04	1-Jan-09	HP t5540 (CE)
Capio 800 - G200	CP-	Windows XPe	192	< 2003	1-Oct-03	1-Jan-04	1-Jan-09	HP t5630 (XPE)
Capio One - G150	BE-x1-	Windows CE	16 & 32	1-Jun-04	1-Oct-05	1-Jan-06	1-Jan-11	HP t5145 (Linux) or HP t5540 (CE)
Capio One - G150	BE-x2-	NeoLinux	16 & 32	1-Jun-04	1-Oct-05	1-Jan-06	1-Jan-11	HP t5145 (Linux) or HP t5540 (CE)
Capio One - G150	BE-x3-	Windows XPe	16 & 32	1-Jun-04	1-Oct-05	1-Jan-06	1-Jan-11	HP t5145 (Linux) or HP t5540 (CE)
e300 - FP1520	BD-x1-	Windows CE	32	< 2003	1-Oct-03	1-Jan-04	1-Jan-09	Exploring Replacement for CY2009-2010
e300 - FP1520	BD-x2-	NeoLinux	64	< 2003	1-Oct-03	1-Jan-04	1-Jan-09	Exploring Replacement for CY2009-2010
e300 - FP1520	BD-x3-	Windows XPe	192	< 2003	1-Oct-03	1-Jan-04	1-Jan-09	Exploring Replacement for CY2009-2010

Neoware / HP Neoware Product	Part Number Prefix	Operating System	Flash (MB)	Release Date	End of Life	Discontinued	End of Service Life (EOSL)	Recommended Replacement Product
e350 - TV-TM1	BR-x1-	Windows CE	32	< 2004	1-Aug-05	1-Nov-05	1-Nov-08	Exploring Replacement for CY2009-2010
e350 - TV-TM1	BR-x2-	NeoLinux	65	< 2004	1-Aug-05	1-Nov-05	1-Nov-08	Exploring Replacement for CY2009-2010
e350 - TV-TM1	BR-x3-	Windows XPe	256	< 2004	1-Aug-05	1-Nov-05	1-Nov-08	Exploring Replacement for CY2009-2010
e370 - TR7670	BU-x1-	Windows CE	64	1-Nov-05	1-Jul-08	1-Oct-08	1-Oct-12	Exploring Replacement for CY2009-2010
e370 - TR7670	BU-x2-	NeoLinux	64	1-Nov-05	1-Jul-08	1-Oct-08	1-Oct-12	Exploring Replacement for CY2009-2010
e370 - TR7670	BU-x3-	Windows XPe	256 & 512	1-Nov-05	1-Jul-08	1-Oct-08	1-Oct-12	Exploring Replacement for CY2009-2010
e370 - TR7671	DK-	Windows XPe	512 & 1G	1-Oct-07	5-Sep-08	1-Dec-08	1-Dec-12	Exploring Replacement for CY2009-2010
e370 - TR7671 Touch Screen	DL-	Windows XPe	1G	1-Oct-07	5-Jun-08	5-Sep-08	5-Sep-12	Exploring Replacement for CY2009-2010
e500 / Voyager	BC-	Windows CE	32	< 2001	1-Oct-03	1-Jan-04	1-Jan-08	Exploring Replacement for CY2009-2010
c50 - G160	BV-x1-	Windows CE	32	1-Jan-06	1-Mar-07	1-May-07	1-May-12	HP t5540 (CE)

Neoware / HP Neoware Product	Part Number Prefix	Operating System	Flash (MB)	Release Date	End of Life	Discontinued	End of Service Life (EOSL)	Recommended Replacement Product
c50 - G160	BV-x2-	NeoLinux or Thintune Linux	32, 64 & 128	1-Jan-06	1-Mar-07	1-May-07	1-May-12	HP t5545 (Linux)
c50 - G160	BV-x3-	Windows XPe	32, 64 & 128	1-Jan-06	1-Mar-07	1-May-07	1-May-12	HP t5630 (XPe)
e90 - G260	BX-x1	Windows CE	32	1-Jan-06	1-Mar-07	1-May-07	1-May-12	HP t5540 (CE)
e90 - G260	BX-x2	NeoLinux or Thintune Linux	64	1-Jan-06	1-Mar-07	1-May-07	1-May-12	HP t5545 (Linux)
e90 - G260	BX-x3	Windows XPe	512 & 1G	1-Jan-06	1-Mar-07	1-May-07	1-May-12	HP t5630 (XPe)
c50 - G170	DE-x1-	Windows CE	32 & 128	1-May-07	5-Sep-08	1-Dec-08	1-Dec-13	HP t5540 (CE)
c50 - G170	DE-x2-	NeoLinux or Thintune Linux	64 & 128	1-May-07	5-Sep-08	1-Dec-08	1-Dec-13	HP t5545 (Linux)
c50 - G170	DE-x3-	Windows XPe	512 & 1G	1-May-07	5-Sep-08	1-Dec-08	1-Dec-13	HP t5630 (XPe)
e90 - G270	DC-x1	Windows CE	128	1-May-07	5-Sep-08	1-Dec-08	1-Dec-13	HP t5540 (CE)
e90 - G270	DC-x2	NeoLinux or Thintune Linux	128	1-May-07	5-Sep-08	1-Dec-08	1-Dec-13	HP t5545 (Linux)

Neoware / HP Neoware Product	Part Number Prefix	Operating System	Flash (MB)	Release Date	End of Life	Discontinued	End of Service Life (EOSL)	Recommended Replacement Product
e90 - G270 Internal Wireless	DC-x5	NeoLinux 4	128	1-May-07	5-Sep-08	1-Dec-08	1-Dec-13	HP t5730 (XPe)
e90 - G270	DC-x3	Windows XPe	512 & 1G	1-May-07	5-Sep-08	1-Dec-08	1-Dec-13	HP t5630 (XPe)
e90 - G280	BY-	LBT	64	1-Jan-06	5-Jun-08	5-Sep-08	5-Sep-13	HP t5545 (Linux)
e100 - P620 e100 with PCI Option - P620	BH-x1	Windows CE	32	1-Jun-04	1-Mar-05	1-Jun-05	1-Jun-10	HP t5540 (CE) HP t5730 with PCI Option (XPe)
e100 - P620 e100 with PCI Option - P620	BH-x2	NeoLinux	32 & 64	1-Jun-04	1-Mar-05	1-Jun-05	1-Jun-10	HP t5545 (Linux) HP t5735 with PCI Option (Linux)
e100 - P620 e100 with PCI Option	BH-x3	Windows XPe	192 & 256	1-Jun-04	1-Mar-05	1-Jun-05	1-Jun-10	HP t5630 (XPe) HP t5730 with PCI Option (XPe)
e140 - P640 e140 with PCI Option - P640	BL-x1	Windows CE	32	1-Jun-05	1-Mar-07	1-May-07	1-May-12	HP t5540 (CE) HP t5730 with PCI Option (XPe)
e140 - P640 e140 with PCI Option - P640	BL-x2	NeoLinux	32 & 64	1-Jun-05	1-Mar-07	1-May-07	1-May-12	HP t5545 (Linux) HP t5735 with PCI Option (Linux)
e140 - P640 e140 with PCI Option	BL-x3	Windows XPe	256 & 512	1-Jun-05	1-Mar-07	1-May-07	1-May-12	HP t5630 (XPe), HP t5730 with PCI Option (XPe)
e140 DVI - P640 e140 DVI with PCI Option - P640	BK-x1	Windows CE	32 & 64	1-Jan-06	1-Mar-07	1-May-07	1-May-12	HP t5540 (CE) HP t5730 with PCI Option (XPe)
e140 DVI - P640 e140 DVI with PCI Option - P640	BK-x2	NeoLinux or Thintune Linux	64 & 128	1-Jan-06	1-Mar-07	1-May-07	1-May-12	HP t5545 (Linux) HP t5735 with PCI Option (Linux)

Neoware / HP Neoware Product	Part Number Prefix	Operating System	Flash (MB)	Release Date	End of Life	Discontinued	End of Service Life (EOSL)	Recommended Replacement Product
e140 DVI - P640 e140 DVI with PCI Option - P640	BK-x3	Windows XPe	256, 512 & 1G	1-Jan-06	1-Mar-07	1-May-07	1-May-12	HP t5630 (XPe), HP t5730 with PCI Option (XPe)
e140 - P680 e140 with PCI Option - P680	DD-x1	Windows CE	128	1-May-07	5-Sep-08	1-Dec-08	1-Dec-13	HP t5540 (CE) HP t5730 with PCI Option (XPe)
e140 - P680 e140 with PCI Option - P680	DD-x2	NeoLinux or Thintune Linux	128 (64 for LBT)	1-May-07	5-Sep-08	1-Dec-08	1-Dec-13	HP t5545 (Linux) HP t5735 with PCI Option (Linux)
e140 - P680 e140 with PCI Option - P680	DD-x3	Windows XPe	512 & 1G	1-May-07	5-Sep-08	1-Dec-08	1-Dec-13	HP t5630 (XPe), HP t5730 with PCI Option (XPe)
e900 - GX1	BP-x1	NeoLinux	64	1-Jan-06	1-May-07	1-Aug-07	1-Nov-09	No Replacement
e901 - GX2	DJ-	Windows CE	64	1-Aug-07	30-Mar-08	30-Jun-08	30-Sep-10	No Replacement
m100 NL4 - TCM-160	DB-x5	NeoLinux	128	1-Apr-07	1-Jul-07	1-Oct-07	1-Oct-11	HP 2533t or HP 6720t
m100 XPe - TCM-160	DB-x3	Windows XPe	512 & 1G	1-Nov-06	30-Oct-07	30-Jan-08	30-Jan-12	HP 2533t or HP 6720t
Maxspeed								
x500	Unknown	Windows XPe	Unknown	< 2004	1-Oct-05	1-Jan-06	1-Jan-11	HP t5730
All Others	Unknown	Unknown	Unknown	< 2003	1-Oct-04	1-Jan-05	1-Jan-10	No Direct Replacement, Suggest HP Thin Client Evaluation
Neoware ThinTune								No Direct Replacement, Suggest HP Thin Client Evaluation
All Thintune Hardware	Unknown	Thintune Linux	Unknown	< 2004	1-Oct-05	1-Jan-06	1-Jan-11	No Direct Replacement, Suggest HP Thin Client Evaluation

Neoware / HP Neoware Product	Part Number Prefix	Operating System	Flash (MB)	Release Date	End of Life	Discontinued	End of Service Life (EOSL)	Recommended Replacement Product
c50 (Linux)	Unknown	Thintune Linux	Unknown	< 2004	1-Oct-05	1-Jan-06	1-Jan-11	Upgrade to t5145 HP ThinConnect
e90 (Linux)	Unknown	Thintune Linux	Unknown	< 2004	1-Oct-05	1-Jan-06	1-Jan-11	Upgrade to HP ThinPro N Image
e140 (Linux) e140 with PCI Option - (Linux)	Unknown	Thintune Linux	Unknown	< 2004	1-Oct-05	1-Jan-06	1-Jan-11	Upgrade to HP ThinPro N Image; (for e140 with PCI opt: Transition to t5735 with PCI option, no back-comp with Neoware e140)
Custom Thintune (Linux)	Unknown	Thintune Linux	Unknown	< 2004	1-Oct-05	1-Jan-06	1-Jan-11	No Direct Replacement, Suggest HP Thin Client Evaluation
Visara								
400C	400C	Windows CE	32	< 2004	1-Oct-05	1-Jan-06	1-Jan-11	No Direct Replacement, Suggest HP Thin Client Evaluation
400L (Visara Linux)	400L	Visara Linux	32	< 2004	1-Oct-05	1-Jan-06	1-Jan-11	No Direct Replacement, Suggest HP Thin Client Evaluation
500L (Visara Linux)	500L	Visara Linux	32	< 2004	1-Oct-05	1-Jan-06	1-Jan-11	No Direct Replacement, Suggest HP Thin Client Evaluation

For hardware that has reached it's end of life date, Neoware is no longer obligated to support it's local software operating system or any remote management capabilities. Exceptions will be handled on a case by case basis as per our standard warranty procedure. Values based on standard 1 year warranty for integrated models and 3 year warranty for standard thin clients. Potential extended warranties considered as well. Some thin clients, based on availability, will be sold even when superseded by another.

Software Transition Matrix

Operating System Transition Path

Product	PN Identifier	Release Date	End of Life Date	Discontinued Date	EOSL	Suggested Replacement
Operating Systems -						
Windows CE < 5.x	xx-x1-xx	1-Dec-01	1-Aug-02	1-Nov-02	1-Nov-03	Neoware Windows CE 8.2 (Final Neoware CE Release) *
Windows CE 6.x	xx-x1-xx	1-Aug-02	1-Mar-04	1-Jun-04	1-Jun-05	Neoware Windows CE 8.2 (Final Neoware CE Release) *
Windows CE 7.x	xx-x1-xx	1-Mar-04	1-Feb-05	1-May-05	1-May-06	Neoware Windows CE 8.2 (Final Neoware CE Release) *
Windows CE 8.0 to 8.1.3	xx-x1-xx	1-Feb-05	1-Oct-07	1-Jan-08	1-Jan-09	Neoware Windows CE 8.2 (Final Neoware CE Release) *
Windows CE 8.2	xx-x1-xx	1-Feb-05	No Planned EOL	No Planned EOL	No Planned EOSL	NA
NeoLinux < 2.4	xx-x2-xx	< 2002	1-Oct-02	1-Jan-03	1-Jan-04	NeoLinux 3.2 (Final Neoware Linux Release) *
NeoLinux 2.4.x	xx-x2-xx	1-Oct-02	1-Apr-04	1-Jul-04	1-Jul-05	NeoLinux 3.2 (Final Neoware Linux Release) *
NeoLinux 3.0 to 3.1.3	xx-x2-xx	1-Apr-04	1-Jun-07	1-Sep-07	1-Sep-08	HP ThinPro
NeoLinux 3.2	xx-x2-xx	1-Apr-04	No Planned EOL	No Planned EOL	No Planned EOSL	NA
NeoLinux 4.x	xx-x5-xx	1-Jun-07	1-Jun-07	1-Sep-07	1-Sep-08	HP ThinPro
NTe	NA	< 2002	1-Sep-03	1-Dec-03	1-Dec-04	Neoware XPe 1.5 (Final Neoware Linux Release) *
XPe 1.2.x	xx-x3-xx	1-Sep-03	1-Aug-05	1-Nov-05	1-Nov-06	Neoware XPe 1.5 (Final Neoware Linux Release) *
XPe 1.3.x	xx-x3-xx	1-Aug-05	1-Apr-06	1-Jul-06	1-Jul-07	Neoware XPe 1.5 (Final Neoware Linux Release) *
XPe 1.4.x	xx-x3-xx	1-Apr-06	1-Oct-07	1-Jan-08	1-Jan-09	Neoware XPe 1.5 (Final Neoware Linux Release) *
XPe 1.5.x	xx-x3-xx	1-Oct-07	No Planned EOL	No Planned EOL	No Planned EOSL	NA
Maxspeed						
All operating systems (Large Installed Base of XPe)	NA	< 2004	1-Jul-06	1-Oct-06	1-Oct-07	HP XPe (t5630 or t5730)
ThinTune						
All operating systems	NA	< 2004	1-Jun-07	1-Sep-07	1-Sep-08	HP ThinPro (t5545) or HP Debian Linux (t5735)
Visara						
All operating systems	NA	< 2004	1-Jan-06	1-Apr-06	1-Apr-07	HP XPe (t5630 or t5730)
LBT	NA	< 2004	1-Jun-07	1-Sep-07	1-Sep-08	HP ThinPro (t5545)

* This replacement OS includes HP Device Manager Support

Standalone Software Transition Path

Product	PN Identifier	Release Date	End of Life Date	Discontinued Date	EOSL	Suggested Replacement
ThinPC	**NA**	**< 2004**	**15-Oct-07**	**15-Jan-08**	**15-Jan-09**	**Exploring Market for HP ThinPro for PCs**
Management Software						
SAM	NA	< 2001	1-Aug-03	1-Nov-03	1-Nov-04	Current - HP Device Manager
ezRemote Manager Portal Edition	NA	< 2002	1-Jun-07	1-Sep-07	1-Sep-08	Current - HP Device Manager
ezRemote Manager < 3.x	NA	1-Aug-03	1-Dec-03	1-Mar-04	1-Mar-05	Current - HP Device Manager
TCMS	NA	< 2004	1-Jun-07	1-Sep-07	1-Sep-08	Current - HP Device Manager
ezRemote Manager 3.x	NA	1-Dec-03	31-Dec-08	31-Mar-09	31-Mar-10	Current - HP Device Manager
ezUpdate	NA	< 2004	31-Dec-08	31-Mar-09	31-Mar-10	Current - HP Device Manager
Neoware Device Manager 3.6	NA	1-Jun-07				
ThinTune Manager	NA	< 2004	31-Oct-07	31-Jan-08	31-Jan-09	Replace with - HP Device Manager
MMS	NA	< 2004	31-Oct-07	31-Jan-08	31-Jan-09	Replace with - HP Device Manager
TeemTalk						
TeemTalk 4.x for Windows	NA	< 2004	1-Jun-04	1-Sep-04	1-Sep-05	Current - TeemTalk 5 for Windows
TeemTalk 5 for Windows	NA	1-Jun-04	1-Jul-07	1-Oct-07	1-Oct-08	Current - TeemTalk 5 for Windows
TeemTalk 6 for Windows	NA	1-Jul-08	No Planned EOL	No Planned EOL	No Planned EOSL	
TeemTalk 4.x Mobile Version	NA	< 2004	1-Jun-04	1-Sep-04	1-Sep-05	Current - TeemTalk 5 for Windows
TeemTalk 5 Mobile Version	NA	1-Jun-04	1-Jul-07	1-Oct-07	1-Oct-08	Current - TeemTalk 5 for Windows
TeemTalk 6 Mobile Version	NA	1-Jul-08	No Planned EOL	No Planned EOL	No Planned EOSL	
TeemTalk for UNIX	NA	< 2004	31-Aug-07	30-Nov-07	30-Nov-08	Replace with TeemTalk 7
TeemTalk for Java	NA	< 2004	31-Aug-07	30-Nov-07	30-Nov-08	None
Neoware Image Manager						
NIM < 4.0		< 2006	1-May-06	1-Aug-06	1-Aug-07	Current - HP Image Manager
NIM < 4.5		1-May-06	1-Apr-07	1-Jul-07	1-Jul-08	Current - HP Image Manager
NIM 4.5.7		1-May-07	1-Jun-07	1-Sep-07	1-Sep-08	Current - HP Image Manager
NIM 4.5.8		1-Jun-07	1-Sep-07	1-Dec-07	1-Dec-08	Current - HP Image Manager
NIM 4.6 (HP Branded)		1-Sep-07	No Planned EOL	No Planned EOL	No Planned EOSL	

Product	PN Identifier	Release Date	End of Life Date	Discontinued Date	EOSL	Suggested Replacement

* This replacement OS includes HP Device Manager Support

End of Life Notice: Windows CE

The following thin client operating systems have reached the end of their service life, receiving no further development. Therefore, requests for bug fixes, security updates, feature enhancements, client/agent updates, etc. will not be accepted.

- Microsoft Windows CE 5.x (MS v2.x) - EOSL
- Microsoft Windows CE 6.x (MS v3.x) - EOSL
- Microsoft Windows CE 7.x (MS v4.x) – EOSL

The following thin client operating systems have reached the end of their life, receiving no further enhancements or updates. Exceptions will be considered on a case by case basis as they arise.

- Microsoft Windows CE 8.0 to 8.1.3 (MS v5.x) – EOSL June 1st, 2009
- Microsoft Windows CE 8.2 (MS v5.x) – EOSL December 31st, 2009

End of Life Notice: Linux

The following thin client operating systems have reached the end of their service life, receiving no further development. Therefore, requests for bug fixes, security updates, feature enhancements, client/agent updates, etc. will not be accepted.

- NeoLinux 1.x – EOSL
- NeoLinux 2.x – EOSL
- NeoLinux 4.x – EOSL
- Thintune Linux – EOSL
- LBT (Mangrove) – EOSL

The following thin client operating systems have reached the end of their life, receiving no further enhancements or updates. Exceptions will be considered on a case by case basis as they arise. It is recommended that all NeoLinux 3 users migrate to HP ThinPro if their hardware meets the minimum requirements – See the section called Field Upgrade Options - NeoLinux on page 62 for more information.

- NeoLinux 3.0 to 3.1.3 – Planned EOSL June 1st, 2009
- NeoLinux 3.2 – Planned EOSL December 31st, 2009

End of Life Notice: Windows NTe and Windows XPe

The following thin client operating systems have reached the end of their service life, receiving no further development. Therefore, requests for bug fixes, security updates, feature enhancements, client/agent updates, etc. will not be accepted.

- Windows NTe – EOSL
- Windows XPe 1.x to 1.2.x (SP1) – EOSL
- Windows XPe 1.3.x (SP2) – EOSL
- Windows XPe (Maxspeed) – EOSL

The following thin client operating systems have reached the end of their life, receiving no further enhancements or updates. Exceptions will be considered on a case by case basis as they arise.

- Windows XPe 1.4.x (SP2) – Planned EOSL June 1st, 2009
- Windows XPe 1.5.x (SP2) – Planned EOSL December 31st, 2009

Definitions

Released
The product has been released and is generally available for sale. Rules defining how or where a product can be sold will be included with its release. Released products are fully supported as per the standard licensing agreement included with the product.

End of Life (EOL)
The product is still fully supported as per the duration defined in the hardware limited warranty or the standard licensing agreement, but it is no longer being actively sold, enhanced or updated. It can still be purchased if available.

End of Service Life (EOSL)
The product is no longer supported or serviceable according to the duration defined in the hardware limited warranty or the standard licensing agreement. For hardware that has reached its end of life date, HP is not obligated to provide operating system, software application, or remote management support. Exceptions will be handled on a case by case basis in accordance with standard warranty procedures, taking into account any extended warranties or service contracts that may exist. Some thin client models, based on availability, will be sold even when superseded by another.

Discontinued
The product is no longer active, and no further development can be expected. This includes, but is not limited to, software enhancements, bug fixes, quality enhancements and security patches. Active support contracts and warranties will be honored but not renewed or extended.

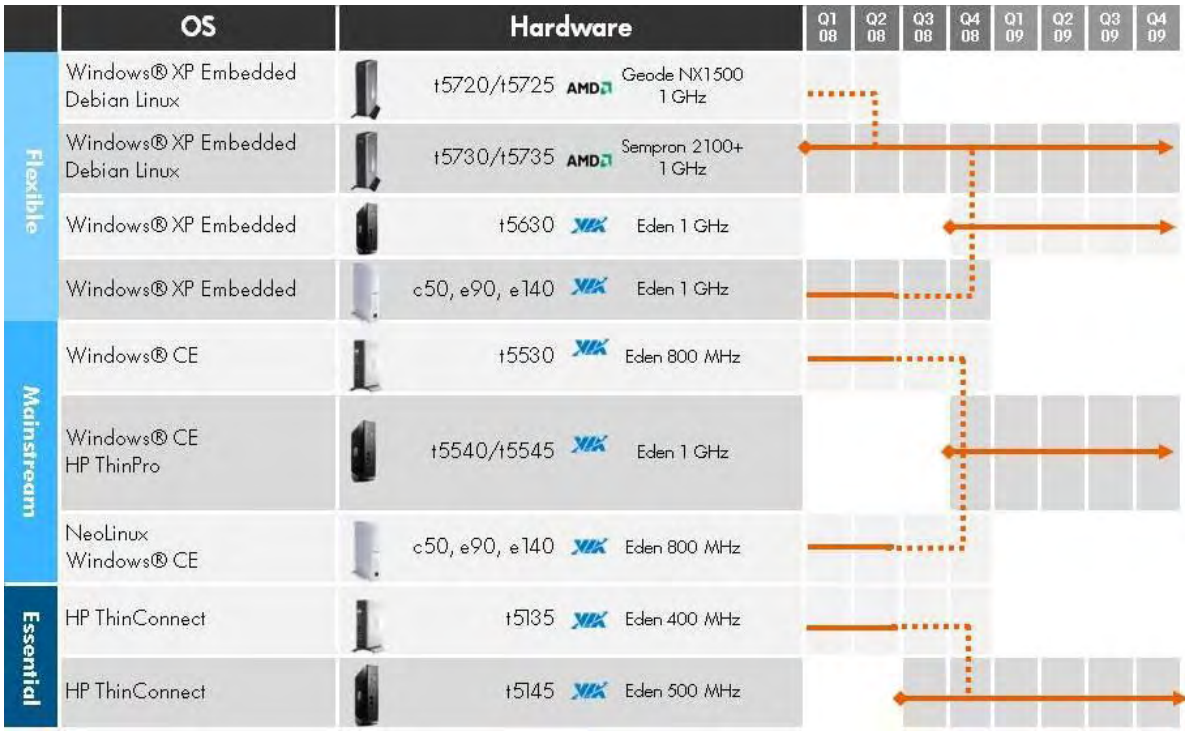
HP Thin Client Hardware Products

The following sections describe the recommended HP thin client replacement products for Neoware and HP Neoware thin clients.

For detailed information about current HP Thin Client products, visit www.hp.com:

1. Go to Desktops & Workstations at http://www.hp.com/sbso/busproducts_PCwkstn.html
2. Click >>Thin Client PCs
3. Click Thin Clients

Consolidated Hardware Roadmap



Boundless Capio I and II

HP t5145/HP t5540

Capio I & Capio II, NeoLinux – PN Prefix: CP-x-xx *

Transition to: HP t5145 (HP ThinConnect)

Capio I & Capio II, Windows CE – PN Prefix: CP-x-xx *

Transition to: HP t5540 (Windows CE)

* The lowercase "x" embedded in the Neoware part number (PN) is a variable which calls out specific software builds as well as flash and RAM configurations

IBM 2200

HP t5540

IBM 2200, Windows CE

Transition to: HP t5540 (Windows CE)

IBM 2800

HP t5545

IBM 2800, SUSE Linux

Transition to: HP t5545 (HP ThinPro)

HP t5735 with PCI Expansion Module

IBM 2800 with PCMCIA Option, SUSE Linux

Transition to: HP t5735 with PCI Option (Debian Linux)

Eon 2000

HP t5545

Eon 2000, NeoLinux – PN Prefix: BA-EON2000
Transition to: HP t5545 (HP ThinPro)

HP t5735 with PCI Expansion Module

Eon 2000 with Expansion Option, NeoLinux – PN Prefix: BA-EON2000
Transition to: HP t5735 with PCI Option (Debian Linux)

Eon 3000

HP t5540

Eon 3000, Windows CE – PN Prefix: BA-EON3000
Transition to: HP t5540 (Windows CE)

HP t5730 with PCI Expansion Module

Eon 3000 with Expansion Option, Windows CE – PN Prefix: BA-EON3000
Transition to: HP t5730 with PCI Option (Windows XPe)

Eon 4000/4300

HP t5545

Eon 4000/4300, NeoLinux – PN Prefix: BA-EON4000 or BA-EON4300

Transition to: HP t5545 (HP ThinPro)

HP t5735 with PCI Expansion Module

Eon 4000/4300 with Expansion Option, NeoLinux – PN Prefix: BA-EON4000 or BA-EON4300

Transition to: HP t5735 with PCI Option (Debian Linux)

Eon 5000

HP t5630

Eon 5000, Windows NTe – PN Prefix: BA-EON5000

Transition to: HP t5630 (Windows XPe)

HP t5730 with PCI Expansion Module

Eon 5000 with Expansion Option, Windows NTe – PN Prefix: BA-EON5000

Transition to: HP t5730 with PCI Option (Windows XPe)

Eon 6000/6300

HP t5630

Eon 6000/6300, Windows XPe – PN Prefix: BA-EON6000 or BA-EON6300

Transition to: HP t5630 (Windows XPe)

HP t5730 with PCI Expansion Module

Eon 6000/6300 with Expansion Option, Windows XPe – PN Prefix: BA-EON6000 or BA-EON6300

Transition to: HP t5730 with PCI Option (Windows XPe)

Capio 500 | G200

HP t5145

Capio 500, NeoLinux – PN Prefix: CP4A-xx-xxx or CP4E-xx-xxx * Transition to: HP t5145 (HP ThinConnect)

* The lowercase "x" embedded in the Neoware part number (PN) is a variable which calls out specific software builds as well as flash and RAM configurations

Capio 600 | G200

HP t5540

Capio 600, Windows CE – PN Prefix: CP4G-xx-xxx or CP4H-xx-xxx or CP4F-xx-xxx or CP4B-xx-xxx *

Transition to: HP t5540 (Windows CE)

* The lowercase "x" embedded in the Neoware part number (PN) is a variable which calls out specific software builds as well as flash and RAM configurations

Capio 700 | G200

HP t5630

Capio 700, Windows NTe – PN Prefix: CP4C-xx-xxx *
Transition to: HP t5630 (Windows XPe)

* The lowercase "x" embedded in the Neoware part number (PN) is a variable which calls out specific software builds as well as flash and RAM configurations

Capio 800 | G200

HP t5630

Capio 800, Windows XPe – PN Prefix: CP4K-xx-xxx *
Transition to: HP t5630 (Windows XPe)

* The lowercase "x" embedded in the Neoware part number (PN) is a variable which calls out specific software builds as well as flash and RAM configurations

Capio One | G150

HP t5145/HP t5545
HP t5540/HP t5630

Capio One, NeoLinux – PN Prefix: BE-x2-xx *
Transition to: HP t5145 (HP ThinConnect)
Or transition to: HP t5545 (HP ThinPro)

Capio One, Windows CE – PN Prefix: BE-x1-xx *
Transition to: HP t5540 (Windows CE)

Capio One, Windows XPe – PN Prefix: BE-x3-xx *
Transition to: HP t5630 (Windows XPe)

* The lowercase "x" embedded in the Neoware part number (PN) is a variable which calls out specific software builds as well as flash and RAM configurations

e300 | FP1520

e300, NeoLinux – PN Prefix: BD-x2-xx *
Transition to: No direct replacement

e300, Windows CE – PN Prefix: BD-x1-xx *
Transition to: No direct replacement

e300, Windows XPe – PN Prefix: BD-x3-xx *
Transition to: No direct replacement

* The lowercase "x" embedded in the Neoware part number (PN) is a variable which calls out specific software builds as well as flash and RAM configurations

e350 | TV-TM1

e350, NeoLinux – PN Prefix: BR-x2-xx *
Transition to: No direct replacement

e350, Windows CE – PN Prefix: BR-x1-xx *
Transition to: No direct replacement

e350, Windows XPe – PN Prefix: BR-x3-xx *
Transition to: No direct replacement

* The lowercase "x" embedded in the Neoware part number (PN) is a variable which calls out specific software builds as well as flash and RAM configurations

e370 (C3) | TR7670

e370 (C3), NeoLinux – PN Prefix: BU-x2-xx *
Transition to: No direct replacement

e370 (C3), Windows CE – PN Prefix: BU-x1-xx *
Transition to: No direct replacement

e370 (C3), Windows XPe – PN Prefix: BU-x3-xx *
Transition to: No direct replacement

* The lowercase "x" embedded in the Neoware part number (PN) is a variable which calls out specific software builds as well as flash and RAM configurations

e370 (V4) | TR7671

e370 (V4), Windows XPe – PN Prefix: DK-x3-xx *
Transition to: No direct replacement

e370 (V4) with Touch Screen, Windows XPe –
PN Prefix: DL-x3-xx *
Transition to: No direct replacement

* The lowercase "x" embedded in the Neoware part number (PN) is a variable which calls out specific software builds as well as flash and RAM configurations

e500/Voyager, Windows CE – PN Prefix: BC-xx-xx *
Transition to: No direct replacement

* The lowercase "x" embedded in the Neoware part number (PN) is a variable which calls out specific software builds as well as flash and RAM configurations

c50 (C3) | G160

HP t5145/HP t5545
HP t5540/HP t5630

c50 (C3) Single-Session or Multi-Session, NeoLinux – PN Prefix: BV-x2-xx *

Transition to: HP t5145 (HP ThinConnect)

c50 (C3), NeoLinux – PN Prefix: BV-x2-xx *

Transition to: HP t5545 (HP ThinPro)

c50 (C3), Windows CE – PN Prefix: BV-x1-xx *

Transition to: HP t5540 (Windows CE)

c50 (C3), Windows XPe – PN Prefix: BV-x3-xx *

Transition to: HP t5630 (Windows XPe)

* The lowercase "x" embedded in the Neoware part number (PN) is a variable which calls out specific software builds as well as flash and RAM configurations

c50 (V4) | G170

HP t5145/HP t5545
HP t5540/HP t5630

c50 (V4) Single-Session or Multi-Session, NeoLinux – PN Prefix: DE-x2-xx *

Transition to: HP t5145 (HP ThinConnect)

NOTE: See Field Upgrade Options - NeoLinux, on page 62.

c50 (V4), NeoLinux – PN Prefix: DE-x2-xx *

Transition to: HP t5545 (HP ThinPro)

NOTE: See Field Upgrade Options - NeoLinux, on page 62.

c50 (V4), Windows CE – PN Prefix: DE-x1-xx *

Transition to: HP t5540 (Windows CE)

NOTE: See Field Upgrade Options – Windows CE, on page 65.

c50 (V4), Windows XPe – PN Prefix: DE-x3-xx &

Transition to: HP t5630 (Windows XPe)

NOTE: See Field Upgrade Options – Windows XPe, on page 66.

* The lowercase "x" embedded in the Neoware part number (PN) is a variable which calls out specific software builds as well as flash and RAM configurations

e90 (C3) | G260

HP t5145/HP t5545
HP t5540/HP t5630

e90 (C3), NeoLinux – PN Prefix: BX-x2-xx *
Transition to: HP t5545 (HP ThinPro)

e90 (C3), Windows CE – PN Prefix: BX-x1-xx *
Transition to: HP t5540 (Windows CE)

e90 (C3), Windows XPe – PN Prefix: BX-3-xx *
Transition to: HP t5630 (Windows XPe)

HP t5730

SKUs for use with Neoware Image Manager:

e90 (C3), Flashless – PN Prefix: BX-00-0x *

Transition to: HP t5730 – HP PN Prefix: FH376AA#xxx

e90 (C3), Windows XPe Plus, Flashless – PN Prefix: BX-03-0x *
Transition to: HP t5730 – HP PN Prefix: FH376AA#xxx

* The lowercase "x" embedded in the Neoware part number (PN) is a variable which calls out specific software builds as well as flash and RAM configurations

HP t5145/HP t5545
HP t5540/HP t5630

e90 (V4), NeoLinux – PN Prefix: DC-x2-xx *
Transition to: HP t5545 (HP ThinPro)
NOTE: See Field Upgrade Options - NeoLinux, on page 62.

e90 (V4), Windows CE – PN Prefix: DC-x1-xx *
Transition to: HP t5540 (Windows CE)
NOTE: See Field Upgrade Options – Windows CE, on page 65.

e90 (V4), Windows XPe – PN Prefix: DC-3-xx *
Transition to: HP t5630 (Windows XPe)
NOTE: See Field Upgrade Options – Windows XPe, on page 66.

HP t5730

SKUs for use with Neoware Image Manager:

e90 (V4), Flashless – PN Prefix: DC-00-0x *

Transition to: HP t5730 – HP PN Prefix: FH376AA#xxx *

e90 (V4), Windows XPe Plus, Flashless – PN Prefix: DC-03-0x *

Transition to: HP t5730 – HP PN Prefix: FH376AA#xxx *

* The lowercase "x" embedded in the Neoware part number (PN) is a variable which calls out specific software builds as well as flash and RAM configurations.

e90 (C3) | G280

HP t5545

e90 (C3), LBT – PN Prefix: BY-xx-xx *

Transition to: HP t5545 (HP ThinPro)

NOTE: See Custom Neoware Thin Clients, on page 61.

* The lowercase “x” embedded in the Neoware part number (PN) is a variable which calls out specific software builds as well as flash and RAM configurations

e100 | P620

HP t5545/HP t5540/HP t5630

e100, NeoLinux – PN Prefix: BH-x2-xx *
Transition to: HP t5545 (HP ThinPro)

e100, Windows CE – PN Prefix: BH-x1-xx *
Transition to: HP t5540 (Windows CE)

e100, Windows XPe – PN Prefix: BH-x3-xx *
Transition to: HP t5630 (Windows XPe)

* The lowercase "x" embedded in the Neoware part number (PN) is a variable which calls out specific software builds as well as flash and RAM configurations

e100 | P620 with Expansion Option

HP t5730 / t5735 with PCI Expansion Module

e100, NeoLinux – PN Prefix: BH-x2-xx *
Transition to: HP t5735 with PCI Option (Debian Linux)

e100, Windows CE – PN Prefix: BH-x1-xx *
Transition to: HP t5730 with PCI Option (Windows XPe)

e100, Windows XPe – PN Prefix: BH-x3-xx *
Transition to: HP t5730 with PCI Option (Windows XPe)

* The lowercase "x" embedded in the Neoware part number (PN) is a variable which calls out specific software builds as well as flash and RAM configurations

HP t5145/HP t5545
HP t5540/HP t5630

e140 (C3), NeoLinux – PN Prefix: BL-x2-xx or BK-x2-xx *
Transition to: HP t5545 (HP ThinPro)

e140 (C3), Windows CE – PN Prefix: BLx1-xx or BK-x1-xx *
Transition to: HP t5540 (Windows CE)

e140 (C3), Windows XPe – PN Prefix: BLx3-xx or BK-x3-xx *
Transition to: HP t5630 (Windows XPe)

HP t5730

SKUs for use with Neoware Image Manager:

e140 (V4), Flashless – PN Prefix: BL-00-0x *

Transition to: HP t5730 – HP PN Prefix: FH376AA#xxx *

e140 (V4), Windows XPe Plus, Flashless – PN Prefix: BL-03-0x *

Transition to: HP t5730 – HP PN Prefix: FH376AA#xxx *

* The lowercase "x" embedded in the Neoware part number (PN) is a variable which calls out specific software builds as well as flash and RAM configurations

e140 (C3) | P640 with Expansion Option

HP t5730 / t5735 with PCI Expansion Module

e140 (C3), NeoLinux – PN Prefix: BL-x2-xx or BK-x2-xx *
Transition to: HP t5735 with PCI Option (Debian Linux)

e140 (C3), Windows CE – PN Prefix: BLx1-xx or BK-x1-xx *
Transition to: HP t5730 with PCI Option (Windows XPe)

e140 (C3), Windows XPe – PN Prefix: BLx3-xx or BK-x3-xx *
Transition to: HP t5730 with PCI Option (Windows XPe)

* The lowercase "x" embedded in the Neoware part number (PN) is a variable which calls out specific software builds as well as flash and RAM configurations

HP t5145/HP t5545
HP t5540/HP t5630

HP t5730

e140 (V4), NeoLinux – PN Prefix: DD-x2-xx *
Transition to: HP t5545 (HP ThinPro)

NOTE: See Field Upgrade Options – Thintune Linux, on page 64.

e140 (V4), Windows CE – PN Prefix: DD-x1-xx *
Transition to: HP t5540 (Windows CE)

NOTE: See Field Upgrade Options – Windows CE, on page 65.

e140 (V4), Windows XPe – PN Prefix: DD-x3-xx *
Transition to: HP t5630 (Windows XPe)

NOTE: See Field Upgrade Options – Windows XPe, on page 66.

SKUs for use with Neoware Image Manager:

e140 (V4), Flashless – PN Prefix: DD-00-0x *

Transition to: HP t5730 – HP PN Prefix: FH376AA#xxx *

e140 (V4), Windows XPe Plus, Flashless – PN Prefix: DD-03-0x *

Transition to: HP t5730 – HP PN Prefix: FH376AA#xxx *

* The lowercase "x" embedded in the Neoware part number (PN) is a variable which calls out specific software builds as well as flash and RAM configurations

e140 (V4) | P680 with Expansion Option

HP t5730 / t5735 with PCI Expansion Module

e140 (V4), NeoLinux – PN Prefix: DD-x2-xx *
Transition to: HP t5735 with PCI Option (Debian Linux)

NOTE: See Field Upgrade Options - NeoLinux, on page 62.

e140 (V4), Windows CE – PN Prefix: DD-x1-xx *
Transition to: HP t5730 with PCI Option (Windows XPe)

NOTE: See Field Upgrade Options – Windows XPe, on page 66

e140 (V4), Windows XPe – PN Prefix: DD-x3-xx *
Transition to: HP t5730 with PCI Option (Windows XPe)

NOTE: See Field Upgrade Options – Windows XPe, on page 66

* The lowercase "x" embedded in the Neoware part number (PN) is a variable which calls out specific software builds as well as flash and RAM configurations

e900, NeoLinux – PN Prefix: BP-xx-xx *

Transition to: No direct replacement

* The lowercase “x” embedded in the Neoware part number (PN) is a variable which calls out specific software builds as well as flash and RAM configurations.

e900, Windows CE – PN Prefix: DJ-xx-xx *

Transition to: No direct replacement

* The lowercase “x” embedded in the Neoware part number (PN) is a variable which calls out specific software builds as well as flash and RAM configurations

m100, NeoLinux – PN Prefix: DB-x5-xx *

Transition to: No direct replacement

m100, Windows XPe – PN Prefix: DB-x3-xx *

Transition to: HP 2533t (Windows XPe) or HP 6720t (Windows XPe)

* The lowercase “x” embedded in the Neoware part number (PN) is a variable which calls out specific software builds as well as flash and RAM configurations

Maxspeed

HP t5630

X500, Windows XPe

Transition to: HP t5630 (Windows XPe)

HP t5730 with PCI Expansion Module

X500 with Expansion Option, Windows XPe

Transition to: HP t5730 with PCI Option (Windows XPe)

All Other Maxspeed Thin Clients

Transition to: No direct replacement

c50 (C3) | G160

HP t5145/HP t5545

c50 (C3) Single-Session or Multi-Session, Thintune Linux – PN Prefix: BV-x2-xx *

Transition to: HP t5145 (HP ThinConnect)

NOTE: See Field Upgrade Options – Thintune Linux, on page 64.

c50 (C3), Thintune Linux – PN Prefix: BV-x2-xx *

Transition to: HP t5545 (HP ThinPro)

NOTE: See Field Upgrade Options – Thintune Linux, on page 64.

* The lowercase "x" embedded in the Neoware part number (PN) is a variable which calls out specific software builds as well as flash and RAM configurations

c50 (V4) | G170

HP t5145/HP t5545

c50 (V4) Single-Session or Multi-Session, Thintune Linux – PN Prefix: DE-x2-xx *

Transition to: HP t5145 (HP ThinConnect)

NOTE: See Field Upgrade Options – Thintune Linux, on page 64.

c50 (V4), Thintune Linux – PN Prefix: DE-x2-xx *

Transition to: HP t5545 (HP ThinPro)

NOTE: See Field Upgrade Options – Thintune Linux, on page 64.

* The lowercase "x" embedded in the Neoware part number (PN) is a variable which calls out specific software builds as well as flash and RAM configurations

e90 (C3) | G260

HP t5545

e90 (C3), Thintune Linux – PN Prefix: BX-x2-xx *
Transition to: HP t5545 (HP ThinPro)

* The lowercase "x" embedded in the Neoware part number (PN) is a variable which calls out specific software builds as well as flash and RAM configurations

e90 (V4) | G270

HP t5545

e90 (V4), Thintune Linux – PN Prefix: DC-x2-xx *

Transition to: HP t5545 (HP ThinPro)

NOTE: See Field Upgrade Options – Thintune Linux, on page 64.

* The lowercase "x" embedded in the Neoware part number (PN) is a variable which calls out specific software builds as well as flash and RAM configurations

e140 (C3) | P640

HP t5545

e140 (C3), Thintune Linux – PN Prefix: BL-x2-xx or BK-x2-xx * Transition to: HP t5545 (HP ThinPro)

* The lowercase "x" embedded in the Neoware part number (PN) is a variable which calls out specific software builds as well as flash and RAM configurations

e140 (C3) | P640 with Expansion Option

HP t5735 with PCI Expansion Module

e140 (C3), Thintune Linux – PN Prefix: BL-x2-xx or BK-x2-xx * Transition to: HP t5735 with PCI Option (Debian Linux)

* The lowercase "x" embedded in the Neoware part number (PN) is a variable which calls out specific software builds as well as flash and RAM configurations

e140 (V4) | P680

HP t5545

e140 (V4), Thintune Linux – PN Prefix: DD-x2-xx *
Transition to: HP t5545 (HP ThinPro)

NOTE: See Field Upgrade Options – Thintune Linux, on page 64.

* The lowercase "x" embedded in the Neoware part number (PN) is a variable which calls out specific software builds as well as flash and RAM configurations

e140 (V4) | P680 with Expansion Option

HP t5735 with PCI Expansion Module

e140 (V4), Thintune Linux – PN Prefix: DD-x2-xx *
Transition to: HP t5735 with PCI Option (Debian Linux)

NOTE: See Field Upgrade Options - NeoLinux, on page 62.

* The lowercase "x" embedded in the Neoware part number (PN) is a variable which calls out specific software builds as well as flash and RAM configurations

Visara 400C

HP t5540

400C, Windows CE

Transition to: HP t5540 (Windows CE)

Visara 400L

HP t5545

400L, Visara Linux

Transition to: HP t5545 (HP ThinPro)

Visara 500L

HP t5545

500L, Visara Linux

Transition to: HP t5545 (HP ThinPro)

HP t5735 with PCI Expansion Module

500L with Riser Card Option, Visara Linux

Transition to: HP t5735 with PCI Option (Debian Linux)

Custom Neoware Thin Clients

1. Gather detailed product requirements
2. If standard HP product does not meet requirements, submit PCCS Special (see qualifications below) for a newly customized ThinPro or Debian Image

Minimum PCCS Requirements:

- 5,000+ Units Installed
- 5,000+ Units Forecasted for 2009
- 1,500+ Units Forecasted for Next Quarter
- Exceptions require executive approval

NOTE:
Backward compatibility is limited to hardware with a minimum of 128 MB flash and 256 MB RAM for HP ThinPro migrations. Backward compatibility is limited to hardware with a minimum of 512 MB flash and 512 MB RAM for HP Debian Linux migrations. Newly customized software will not be supported on hardware greater than two generations old.

Field Upgrade Options - NeoLinux

FIELD UPGRADE OPTIONS: (Applicable to NeoLinux Models Only)

NeoLinux 3.2 (Discontinues on 12/31/09)

NeoLinux 3.2 supports HP Device Manager software, available from your regional technical sales person (soon to be posted on the web). HP Device Manager provides allows you to view and manage a mixed environment of Neoware and HP thin clients through one console, extending the life of our Neoware assets. There are no charges or license fees associated with upgrading a supported Neoware thin client to NeoLinux 3.2.

HP ThinPro (128 MB)

HP ThinPro is the operating system embedded on today's HP t5545 thin client model. Because this is the recommended replacement model for most NeoLinux transitions, it's ideal to apply its operating system to existing Neoware assets. There are no charges or license fees associated with upgrading a supported Neoware thin client to HP ThinPro.

FIELD UPGRADE REQUIREMENTS:

- Supported Hardware Platforms: Marketing Name | Board Name
- Neoware c50 (V4) | G170
- Neoware e90 (V4) | G270
- Neoware e140 (V4) | P680
- NeoLinux 3.x and Above
- 128 MB Flash / 256 MB RAM*

FIELD UPGRADE PROCESS – NeoLinux 3.2:

1. Download NeoLinux 3.2
   a. Go To: http://www.hp.com/support
   b. Type: c50, e90 or e140 in search window
   c. Click on "Download drivers and software" hyperlink
   d. Click on "NeoLinux 3" hyperlink
   e. For information about NeoLinux 3, click on hyperlinks within descriptions fields under **Operating System - Enhancements and QFEs** box
   f. Click "Download" button next to desired softpaq and save to disk or USB key
2. Apply softpaq via USB Key, ezRemote Manager or ezUpdate (instructions in softpaq)

FIELD UPGRADE PROCESS – HP ThinPro:

1. Download HP ThinPro (128 MB)
   a. Go To: http://www.hp.com/support
   b. Type: t5545 (if HP ThinPro is needed) in search window
   c. Click on "Download drivers and software" hyperlink
   d. Click on "HP ThinPro OS" hyperlink (if HP ThinPro is needed)

   For information about HP ThinPro (128 MB), click on hyperlinks within descriptions fields under **Operating System - Enhancements and QFEs** box

   e. Click "Download" button next to desired softpaq and save to disk or USB key
      - HP Neoware Thin Client ThinPro Image (128 MB)

* Flash (blank) upgrades for Neoware (V4) models are available under HP part number FQ750AA

Purpose: To Apply via USB Key

- HP Neoware Thin Client ThinPro Image (128 MB) NeoLinux 3

  Purpose: To Apply "Remotely" via ezRemote Manager or ezUpdate

2. Apply softpaq via USB Key, ezRemote Manager or ezUpdate (instructions in softpaq)

NOTE:
Once your thin client has been upgraded to HP ThinPro, it can no longer be seen or managed by ezRemote Manager or ezUpdate. HP ThinPro can be remotely managed only by HP Device Manager and/or Altiris.

Field Upgrade Options – Thintune Linux

FIELD UPGRADE OPTIONS: (Applicable to Thintune Linux Models Only)

HP ThinPro (128 MB)

HP ThinPro is the operating system embedded on today's HP t5545 thin client model. Because this is the recommended replacement model for most NeoLinux transitions, it's ideal to apply its operating system to existing Neoware assets. There are no charges or license fees associated with upgrading a supported Neoware thin client to HP ThinPro.

FIELD UPGRADE REQUIREMENTS:

- Supported Hardware Platforms: Marketing Name | Board Name
  - Neoware c50 (V4) | G170
  - Neoware e90 (V4) | G270
  - Neoware e140 (V4) | P680
- Thintune Linux
- 128 MB Flash / 256 MB RAM*

FIELD UPGRADE PROCESS – HP ThinPro:

1. Download HP ThinPro (128 MB)
   a. Go To: http://www.hp.com/support
   b. Type: t5545 (if HP ThinPro is needed) in search window
   c. Click on "Download drivers and software" hyperlink
   d. Click on "HP ThinPro OS" hyperlink (if HP ThinPro is needed)
   e. For information about HP ThinPro (128 MB), click on hyperlinks within descriptions fields under **Operating System - Enhancements and QFEs** box
   f. Click "Download" button next to desired softpaq and save to disk or USB key
      - HP Neoware Thin Client ThinPro Image (128 MB)
        Purpose: To Apply via USB Key
      - HP Neoware Thin Client ThinPro Image (128 MB) Thintune
        Purpose: To Apply "Remotely" via Thintune Manager
2. Apply softpaq via USB Key or Thintune Manager (instructions in softpaq)

NOTE:
Once your thin client has been upgraded to HP ThinPro, it can no longer be seen or managed by Thintune Manager. HP ThinPro can be remotely managed only by HP Device Manager and/or Altiris.

* Flash (blank) upgrades for Neoware (V4) models are available under HP part number FQ750AA

Field Upgrade Options – Windows CE

FIELD UPGRADE OPTIONS: (Applicable to Neoware Windows CE Models Only)

Neoware Windows CE 8.2 (Discontinues on 12/31/09)

Neoware's Windows CE 8.2 supports HP Device Manager software, available from your regional technical sales person (soon to be posted on the web). HP Device Manager provides allows you to view and manage a mixed environment of Neoware and HP thin clients through one console, extending the life of our Neoware assets. There are no charges or license fees associated with upgrading a supported Neoware thin client to Neoware's Windows CE 8.2.

FIELD UPGRADE REQUIREMENTS:

- Supported Hardware Platforms: Marketing Name | Board Name
  - Neoware c50 (V4) | G170
  - Neoware e90 (V4) | G270
  - Neoware e140 (V4) | P680
- Windows CE 8.x and Above
- 128 MB Flash / 256 MB RAM*

FIELD UPGRADE PROCESS – Neoware Windows CE 8.2:

1. Download Neoware's windows CE 8.2
2. Go To: http://www.hp.com/support
3. Type: c50, e90 or e140 in search window
4. Click on "Download drivers and software" hyperlink
5. Click on "Microsoft Windows CE 5.0" hyperlink

   For information about Neoware's Windows CE 8.2, click on hyperlinks within descriptions fields under Operating System - Enhancements and QFEs box
6. Click "Download" button next to desired softpaq and save to disk or USB key
7. Apply softpaq via USB Key, ezRemote Manager or ezUpdate (instructions in softpaq)

* Flash (blank) upgrades for Neoware (V4) models are available under HP part number FQ750AA

Field Upgrade Options – Windows XPe

FIELD UPGRADE OPTIONS: (Applicable to Neoware Windows XPe Models Only)

Neoware Windows XPe 1.5 (Discontinues on 12/31/09)

Neoware's Windows XPe 1.5 supports HP Device Manager software, available from your regional technical sales person (soon to be posted on the web). HP Device Manager provides allows you to view and manage a mixed environment of Neoware and HP thin clients through one console, extending the life of our Neoware assets. There are no charges or license fees associated with upgrading a supported Neoware thin client to Neoware's Windows XPe 1.5.

FIELD UPGRADE REQUIREMENTS:

- Supported Hardware Platforms: Marketing Name | Board Name
  - Neoware c50 (V4) | G170
  - Neoware e90 (V4) | G270
  - Neoware e140 (V4) | P680
- Windows XPe 1.3 and Above
- 512 MB Flash / 256 MB RAM*

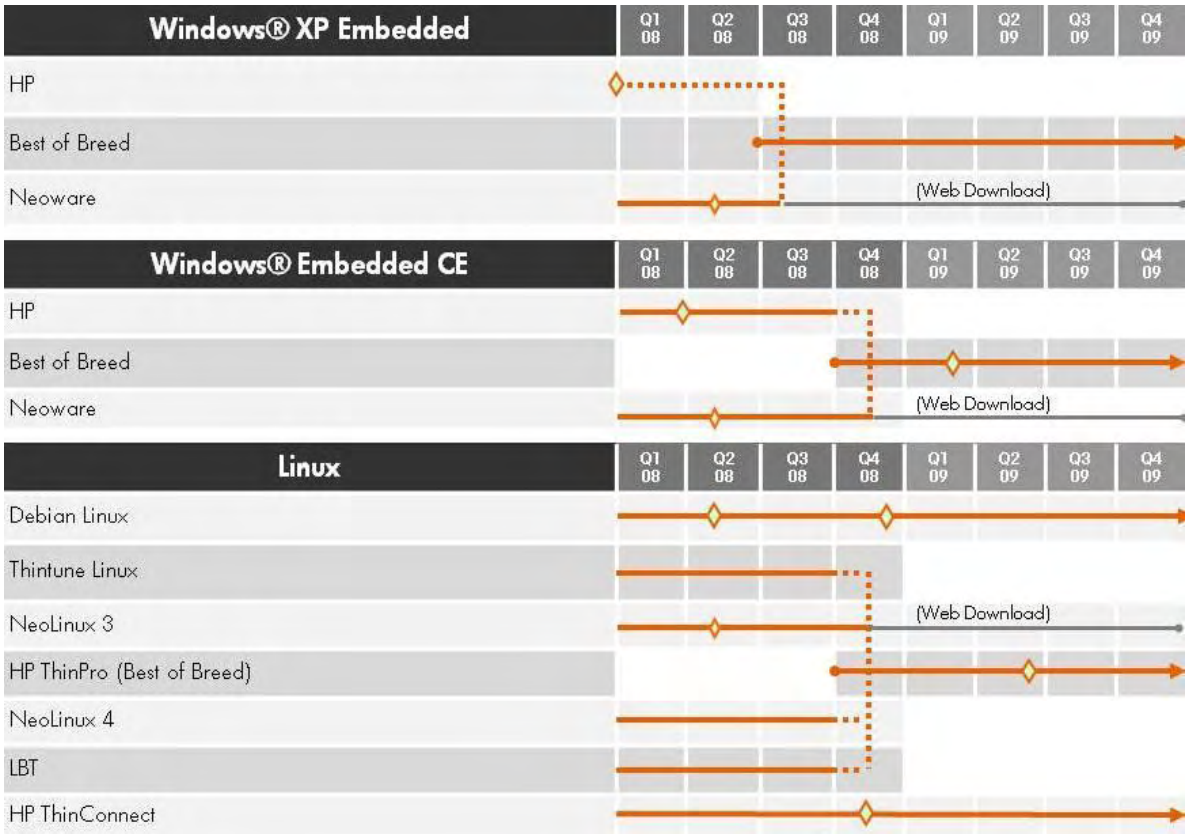
FIELD UPGRADE PROCESS – Neoware Windows XPe 1.5:

1. Download Neoware's Windows XPe 1.5
2. Go To: http://www.hp.com/support
3. Type: c50, e90 or e140 in search window
4. Click on "Download drivers and software" hyperlink
5. Click on "Microsoft Windows XP Embedded" hyperlink

   For information about Neoware's Windows XPe 1.5, click on hyperlinks within descriptions fields under Operating System - Enhancements and QFEs box
6. Click "Download" button next to desired softpaq and save to disk or USB key
7. Apply softpaq via USB Key, ezRemote Manager or ezUpdate (instructions in softpaq)

* Flash (blank) upgrades for Neoware (V4) models are available under HP part number FQ750AA

Consolidated Operating System Software Roadmap



HP Refresh

Neoware Refresh

XPe Transition Scenarios

Maintain Neoware imageon Neoware HW	Neoware customers – Obtain May Neoware XPe refresh image HP customers – Not applicable
Maintain Neoware image but migrate to HP HW	Neoware customers – Use PCCS process to port Neoware image to HP HW (Operation Golden Blanket currently underway) HP customers – Not applicable
Obtain Best of Breed Xpe image on Neoware HW	Neoware customers – Use PCCS process to port Best of Breed XPe image to Neoware HW HP customers – Not applicable
Obtain Best of Breed Xpe image on HP HW	Neoware customers – Obtain newest HW and image via standard sales process HP customers – Obtain Best of Breed image for N-1 HW or obtain newest HW and image via standard sales process
Obtain updated image components	Provided as add-ons

Stand Alone Software

ThinPC

ThinPC is a stand-alone software overlay, designed to run on top of a Windows XP operating system. This overlay hides the Windows OS, locking down the desktop PC for use in a server based computing environment. The user interface consists of a connection manager utility used to make RDP and/or ICA connections.

ThinPC has been discontinued since January of 2008 and will reach EOSL status in January of 2009. There is no direct product replacement for ThinPC, although similar technology can be found at http://www.thinpathsystems.com/.

ThinConnect

ThinPro

Management Software

Neoware Simple Administrator & Manager (SAM)

Simple Administrator & Manager (SAM) is a legacy Neoware management tool originally used with Capio products manufactured by Boundless, prior to Neoware acquiring the Capio product line. SAM was discontinued in November of 2003, reaching end of service life (EOSL) in November of 2004.

Target Thin Clients: Boundless Capio (PN Prefix: CP-x-xx)

Original Replacement: ezRemote Manager

Current HP Replacement: None

Transition to: HP t5540 or t5545 & HP Device Manager

ezRemote Manager 1.x / 2.x

ezRemote Manager 1.x / 2.x is a Neoware management tool designed to update and configure Neoware's legacy thin clients. ezRemote Manager 1.x / 2.x was discontinued in March of 2004, reaching EOLS status in March of 2005.

Target Thin Clients: Legacy Neoware Thin Clients (Pre-CY2003)

Original Replacement: ezRemote Manager 3.x (EOSL – March of 2010)

Current HP Replacement: HP Device Manager (No Backward Compatibility)

Transition to: HP t5540 or t5545 & HP Device Manager

ezRemote Manager Portal Edition (for ThinPC)

ezRemote Manager Portal Edition is a Neoware management tool designed to update and configure Neoware's ThinPC software, as well as Neoware thin clients running Windows CE 6 (MS 3.0). ezRemote Manager Portal Edition was discontinued in September of 2007, reaching EOSL status in September of 2008.

Target Thin Clients: Neoware ThinPC & Neoware Windows CE 6 (MS 3.0) Thin Clients

Original Replacement: ezRemote Manager (EOSL – March of 2010)

Current HP Replacement: HP Device Manager (No Backward Compatibility)

Transition to: HP t5540 or t5545 & HP Device Manager

ezRemote Manager 3.x

ezRemote Manager 3.x is a Neoware management tool designed to update and configure Neoware thin clients. ezRemote Manager will be discontinued in December of 2009, reaching EOLS status at the same time. The most recent version of ezRemote Manager is 3.0.3 which is available at HP.com, under the drivers and software section, paired with each individual Neoware operating system.

Target Thin Clients: Neoware Thin Clients

Current HP Replacement: HP Device Manager (No Backward Compatibility)

Transition to: HP Thin Clients & HP Device Manager

ezUpdate

ezUpdate is a Neoware management tool designed to update and configure Neoware thin clients. ezUpdate will be discontinued in December of 2009, reaching EOLS status at the same time. The most recent version of ezUpdate is available at HP.com, under the drivers and software section, paired with each individual Neoware operating system.

Target Thin Clients: Neoware Thin Clients

Current HP Replacement: HP Device Manager (No Backward Compatibility)

Transition to: HP Thin Clients & HP Device Manager

TCMS (Management for LBT)

TCMS was a management tool designed to update and configure Mangrove thin clients running LBT software. When Mangrove was purchased by Neoware, development on TCMS was halted and support was reduced to a regional level. This product is still in use today by some key Mangrove/Neoware customers such as France Telecom. TCMS is not a generally available product and should be considered to be in EOSL status for all but specific customers. TCMS has no impact on Service and Support as support is provided by the SAs managing those key accounts.

Point of contact for questions – Guidebook@hp.com

Target Thin Clients: Neoware Thin Clients with LBT

Original Replacement: ezRemote Manager (EOSL – March of 2010)

Current HP Replacement: HP Device Manager (No Backward Compatibility)

Transition to: HP t5545 & HP Device Manager

Thintune Manager

Thintune Manager is a Neoware management tool designed to update and configure Neoware thin clients running the Thintune Linux operating system. Thintune products were primarily sold in Europe, and therefore not relevant to other regions. Thintune Manager has reached end of life status and will be discontinued in December of 2008, reaching EOLS status at the same time. Between now and December of 2008, Support will be provided on a best effort basis, but no further development will be performed. HP Engineering is no longer accepting Support escalations for Thintune products.

Target Thin Clients: Neoware Thin Clients with Thintune Linux

Current HP Replacement: HP Device Manager (No Backward Compatibility)

Transition to: HP t5545 & HP Device Manager

MMS

MMS (Maxspeed Management System) is a stand-alone software product obtained by Neoware in the Maxspeed acquisition. MMS is a management tool designed to update and configure Maxspeed thin clients running the Windows XPe (SP1 & SP2). Maxspeed products were primarily sold in North America, and therefore less prevalent in other regions. While MMS may still be in use, it has been discontinued and will reach EOSL status in January of 2009. Between now and January of 2009, Support will be provided on a best effort basis, but no further development will be performed. HP Engineering is no longer accepting Support escalations for Maxspeed products.

Maxspeed customers will be happy to know that much of the design for HP Device Manager was based on MMS technology. So HP is continuing to build on the success of MMS.

Target Thin Clients: Maxspeed Thin Clients with Windows XPe

Current HP Replacement: HP Device Manager (No Backward Compatibility)

Transition to: HP t5630 or t5730 & HP Device Manager

Management Transitions

HP Device Manager: Recommended software for remotely managing HP thin clients.

Download HP Device Manager:

http://h20392.www2.hp.com/portal/swdepot/displayProductInfo.do?productNumber=HPDM38

HP Client Automation: Recommended software for remotely managing an environment of HP servers, HP blades and HP thin clients.

More information about HP Client Automation:

https://h10078.www1.hp.com/cda/hpms/display/main/hpms_content.jsp?zn=bto&cp=1-11-271-272_4000_100__&jumpid=reg_R1002_USEN

Altiris: Recommended product for remotely managing a mixed environment of HP thin clients and PCs.

More information about Altiris:

http://www.altiris.com/Products/DeploymentSolution/hpthinclients.aspx

TeemTalk

TeemTalk is a software suite containing dozens of terminal emulators. These terminal emulators provide access to legacy applications running on Unix servers, mainframes or mid-range server.

All versions of TeemTalk listed in this section refer to the "stand-alone" packages designed for use on PCs or host servers. Another version of TeemTalk is embedded within the operating system (OS) of most Neoware and HP thin client products. The embedded version is not referenced here since it falls under the umbrella of the local thin client OS. For more information about TeemTalk for thin clients, see the HP thin client product page.

TeemTalk 4.x for Windows – Legacy version of TeemTalk which is only available for specific customers. It should be considered EOSL and not available for any new customers.

TeemTalk 5 for Windows – Legacy version of TeemTalk which is only available for specific customers. It should be considered EOSL and not available for any new customers.

TeemTalk 6 for Windows – Current version of TeemTalk which is available to customers. It is being sold in parallel with TeemTalk 7 because it is the last version to support VBA scripting.

Current customers of TeemTalk 6 should consider transitioning to TeemTalk 7 as this is the core TeemTalk product which will continue to be developed and supported.

TeemTalk 4.x Mobile version – Legacy version of TeemTalk which is in EOSL status

TeemTalk 5 Mobile Version – Legacy version of TeemTalk which is in EOSL status

TeemTalk 6 Mobile version – Legacy version of TeemTalk Mobile in EOSL status

TeemTalk for UNIX – Legacy version of TeemTalk which is currently in EOSL status

Teem Talk fro JAVA – Legacy version of TeemTalk which is currently in EOSL status.

TeemTalk Transition:

TeemTalk version 7 is the go forward product for terminal emulation. Customers using older versions of TeemTalk may continue to use them, but should not expect technical support.

Currently there is no SKU for TeemTalk support or software maintenance.

Information about TeemTalk can be found here:

http://h10010.www1.hp.com/wwpc/us/en/sm/WF05a/18964-18964-3644431-3646210-3646209-3646242.html

Neoware Image Manager

Neoware Image Manager <4.5.8

Neoware Image Manager customers running version 4.5.8 (or earlier) will have to upgrade to the most current version to receive the following:

- Software Assurance – Entitles the customer to bug fixes and minor version updates free of charge
- Carepacks – Entitles the customer to telephone support for Image Manager product

Also please note that this is a chargeable upgrade and will not be provided gratis. In addition, without SW assurance, customers will be subject to pay for minor updates and bug fixes. Likewise; customers without carepacks will not be entitled, nor will they receive telephone support for IM software.

For more information about HP Image Manager, please contact your local HP sales representative.

Thin Client Specials: Customization

Some customers may qualify for customization of their thin client products. Options for customization may include:

- Custom Image Load
- Image Loading
- Image Design & Load
- Image Consultancy & Support
- Component Integration
- Component Installation
- 3rd party Component Integration
- Unit Customization & Personalization
- Bios Setting Changes
- Standard bios setting change
- Non-standard bios setting change
- Packaging
- Drop in system packaging
- Over Packing
- Bulk Pack
- Asset Tagging & Labeling
- Customer Supplied
- Standard
- Custom

Some offerings may be available at regional configuration centers.

End of Service Life

Overview

As a result of the integration of HP and Neoware product lines, legacy Neoware products have reached their End of Service Life (EOSL) or will reach EOSL in 2008, 2009, or 2010. This includes both hardware and software.

IMPORTANT
For products listed in the **Details** section of this document:

- HP will not extend service contracts beyond the end of 2008.
- HP will not renew service contracts.
- HP will continue to honor active support contracts

Details

Legacy Neoware products reaching End of Service Life (EOSL) are listed below. Hardware products are in Table 1 (EOSL 2008 or later) and Table 2 (EOSL prior to 2008), and software products are listed in Table 3.

Table 1. Legacy Neoware hardware products reaching EOSL in 2008 or later

Product	EOSL
Maxterm x300 Thin Client	30-Sep-09
Maxterm x400 Thin Client	30-Sep-09
Maxterm x500 Thin Client	30-Sep-10
Maxbook 810 Thin NB	31-Dec-08
Maxbook 820 Thin NB	31-Dec-08
Neoware Capio One	31-Dec-08
Neoware CP4	30-Sep-08
Neoware D500 Thin Client	30-Sep-10
Neoware e300 All-in-one	30-Sep-08
Neoware e350 All-in-one	31-Jul-08
Neoware e900 All-in-one	31-Jul-09
Neoware e901 All-in-one	30-Jun-10
Thintune XS Thin Client	30-Sep-10
Thintune XM Thin Client	30-Sep-10
Thintune S Thin Client	30-Sep-10
Thintune M Thin Client	30-Sep-10

Product	EOSL
Thintune L Thin Client	30-Sep-10
Thintune Mobile	30-Sep-10

Table 2. Legacy Neoware hardware products reaching EOSL prior to 2008

Product	EOSL
CP2 Boundless Capio II	30-Sep-07
IBM Netvista Thin Client	31-Dec-06
Neoware CP4	30-Sep-08
Neoware e300 All-in-one	30-Sep-08
Neoware e350 All-in-one	31-Jul-08
Neoware e500 Tablet	31-Dec-05
Neoware Eon2000 Thin Client	30-Sep-07
Neoware Eon3000 Thin Client	30-Sep-07
Neoware Eon4000 Thin Client	30-Sep-07
Neoware Eon4300 Thin Client	30-Sep-07
Neoware Eon5000 Thin Client	30-Sep-07
Neoware Eon6000 Thin Client	30-Sep-07
Neoware Eon6300 Thin Client	30-Sep-07

Table 3. Software products reaching EOSL schedule

Software products	EOSL
Neoware ezRemote Manager	31-Dec-09
Neoware ezUpdate	31-Dec-09
ThinTune Manager	30-Oct-08
Mangrove TCMS	31-May-08
Maxspeed Management Software (MMS)	31-Jul-07
NeoLinux	31-May-08
Neoware ThinTune Linux	31-Dec-08

Limited warranty

Question	Answer
Is my warranty from Neoware still honored?	Neoware offered either a one or two year standard warranty with their products. Customers had the ability to extend this warranty by one additional year upon registration of their purchase. If your product was still under warranty as of December 1, 2007 HP has attached a standard limited warranty of three years from the date of your purchase. Most customers will see an increase to the warranty on Neoware products. No customers will see a decrease. If there should arise any question in regards to your warranty coverage the call agent will transfer your call to an HP team that will assist you in ascertaining the correct amount of coverage you have. They may ask for a "Proof of Purchase" in order to override HP records. HP offers a three year limited warranty on their Thin Client Products. This limited warranty includes: • Three years of defective part replacement- either mail in or exchange for parts coded Customer Self-Repair. • Parts are identified by HP as eligible for Customer Self-Repair based upon the ease of replacement and tools required. Typical CSR parts may include the keyboard, mouse, and hard drive. • Based on availability and where geography permits, CSR parts will be delivered next business day • HP will advise whether a defective part must be returned to HP. • HP will pay all shipping and part return costs. HP will provide the needed materials and instruction to ship back if it is required. • Next Business Day Response: all efforts will be made to identify the anticipated dispatch time and date of a technician or, in the case of CSR parts, the shipment of a part, to customer site, by the day after a customer call is received.

Support

Worldwide HP Support Contacts

http://www.hp.com/support

Contacting HP Support: Frequently Asked Questions

Question	Answer
How do I contact HP Support?	You can contact HP Support several ways: • In North America, call 1-866-852-4854 (starting November 3, 2008) or1-800-HP-INVENT • Submit a support request online at http://welcome.hp.com/country/us/en/contact/supportcase1.html. • Contact your HP authorized service provider. • Visit http://www.hp.com/support
What information should I have ready when I contact HP Support?	When you call in for support help, please be in front of your thin client and have the following information available: • The model number (found on the label on the back of your unit) • The serial number (found on the back of your unit) **Note:** Before you reach an agent, you will be asked to identify the product about which you are calling. Respond with one of the following: • Desktops • Thin Clients • Neoware Products
What happens when I call in?	The call agent will be able to ascertain if your unit is still in warranty. Please be prepared to spend some time with the agent troubleshooting the issue. The agent will ask a series of questions to identify the potential repair. The agent may ask you to perform a few easy tasks. This will allow the agent to identify the problem. The majority of issues are successfully resolved by the first level support team. However, unusually complex issues may require escalation. If your case is escalated, it will be assigned to a dedicated second level support (2LS) specialist who will work with you until the issue is resolved.
What if I believe I have a contract or warranty extension that does not show up in the HP system when I call?	The call in agent may transfer you an internal HP team that will help you ascertain your coverage. The agent may ask you for a proof of purchase.
How is my call escalated?	If your issue requires further assistance, HP's second level support (2LS) handles the escalation and has the responsibility to: • Manage escalated cases based on the technical merit or size and complexity of the situation

	• Continue to manage the issue even when cases are being worked in Third (3) Level Support. (If the issue requires further Engineering expertise it will be escalated to the Third (3) Level Support. This group is an Engineering group that has direct access to the design team for your product.)
How is my issue resolved?	Agents may resolve the problem in several ways: • By telephone: Many issues can be resolved over the phone; • By sending you a customer self replaceable part, such as an AC adapter, keyboard, mouse, or memory module; or • By instructing you to send a defective unit to an authorized repair facility for repair. Repair turn-around time can vary by region and by product.
What is the response time if my location is not near a support Hub?	Distance from designated support hub: Next-day response time 0 to 100 miles (1 to 160 km): Next coverage day 100 to 201 miles (161 to 320 km): One additional coverage day 201 to 300 miles (321 to 480 km): Two additional coverage days Beyond 300 miles (>480 km): Established at time of order and subject to resource availability
What is the software support?	HP offers initial setup and technical support for the included HP Software purchased with the unit, for ninety (90) days from date of purchase. If you believe that you have additional coverage purchased through Neoware prior to December 1, 2007, please notify the call agent. The agent will pass your call to the group that can ascertain your purchased coverage and correct any found errors in HP records. Support includes assistance with: Answering your installation questions (how to, first steps, and prerequisites). Setting up and configuring the software and options supplied or purchased with HP Hardware Products (how-to and first steps). Interpreting system error messages. Isolating system problems to software usage problems. Support does NOT include assistance with: Generating or diagnosing user generated programs or source codes. Installation of non-HP software. System optimization, customization, and network configuration.
Will HP honor my existing support contract for Neoware products?	Yes, Service and Support will remain in place with no interruption for all Neoware and HP Thin Client products with active support coverage plans.
What do I do if I need an enhancement made to my Neoware	HP Thin Client Sales Specialists and Service Architects have been prepared to walk you through a carefully managed transition plan. Contact your HP sales associate

Thin Client products?	for details.
Why did HP decide to discontinue support for Neoware products?	Following the HP acquisition of Neoware, developers from both companies combined resources to develop the next generation of newer and better Thin Clients. Older products will gradually be phased out to make way for these more powerful and versatile products.
When will HP discontinue support for Neoware products?	All legacy Neoware hardware and software products will reach end-of-service-life no later than 31 September 2010. Please refer to tables 1, 2, and 3 details about specific products.
Will I still be able to download older software for legacy Neoware Thin Clients?	HP will continue to support the current software OS version and one version prior to this until a product reaches end-of-life. For current and previous software releases, please visit this link.
The ftp sites for Thintune software updates have gone away. What is the new software FTP URL for Thintune?	For software updates please point Thintune devices to the new ftp URL at: ftp://ftp.hp.com/pub/neoware/jstream/
Where can I find more information?	For more information about HP Thin Clients, please visit this link
Will I still be able to send in my unit for repair once the warranty expires?	Yes, as long as parts are available and for at least 2 years after the warranty expires. Please note that you will be billed for all repairs after the unit's warranty has expired.
Will I be able to purchase spare parts for my units?	Yes, for as long as parts remain available, however, we can not guarantee this beyond the warranty period.
Will HP be creating software upgrades for my units?	No new version releases for Neolinux, CE or XPe are planned at this time, however, security updates for XPe will continue to be made available
Will I be able to get technical support for my units after the warranty expires?	Yes, but there will be a charge for this service in most regions.
Is there a replacement for my current units?	Yes. Your sales associate can assist you in choosing the best replacement for your current unit.
Will I be able to trade in my current units if I purchase new units?	You would have to check with your sales representative to find out if any trading programs are available for your current unit.
Will HP dispose of my old units in an environmentally friendly manner for me?	HP recently achieved its goal of recycling 1 billion pounds of electronic products and supplies. We offer recycling services for HP products in more than 45 countries, regions and territories. For more information on how to recycle used HP products, please visit this link.
Is there a post-warranty care-pack?	No. We will continue to honor active service agreements for customers who previously purchased Neoware extended warranties.

Neoware Part Number Decoder

DD - A3 - KE - AA0

Product Line	Operating System	Memory Configurations	Peripheral Options
BA – NeoStation	01 – Windows CE	CB – 32 MB Flash / 64 MB RAM	1st Digit Denotes Power Cord & Power Supply (PS)
BE – Capio One	01 – Windows CE	CC – 32 MB Flash / 128 MB RAM	•A – US Power Cord w/PS
BG -	01 – Windows CE	EC – 64 MB Flash / 128 MB RAM	•B – UK Power Cord w/PS
BV – c50	01 – Windows CE	GD – 128 MB Flash / 256 MB RAM	•D – EU Power Cord w/PS
BX – e90	Q2 – Thintune Single-Session	JD – 256 MB Flash / 256 MB RAM	•E – Danish Power Cord w/PS
BL – e100	M2 – Thintune Multi-Session	KD – 512 MB Flash / 256 MB RAM	•J – Swiss Power Cord w/PS
BK – e140	N2 – Thintune Multi-Session with TeemTalk	KE – 512 MB Flash / 512 MB RAM	•K – Australia Power Cord w/PS
BU – e370	B2, A2 or T2 – Thintune Linux Complete	PE – 1 GB Flash / 512 MB RAM	•0 – No Power Cord w/PS
BP – e900	K2 – NeoLinux Single-Session	PF – 1 GB Flash / 1 GB RAM	•N – No Power Cord, No Power Supply
BZ – ClearCube	F2 – NeoLinux Multi-Session		
DE – c50 (V4)	L2 – NeoLinux Multi-Session with TeemTalk	Cx= 32MB Flash / x RAM	2nd Digit Denotes Keyboard Options
DC – e90 (V4)	02 – NeoLinux Linux Complete	Ex= 64MB Flash / x RAM	•A – US
DD – e140 (V4)	03 – Windows XPe	Gx= 128MB Flash / x RAM	•0 – No keyboard
DK – e370 (V4)	05 - Neolinux 4	Jx= 256MB Flash / x RAM	
DL – e370 Touch (V4)	A3 – Windows XPe w/SMS & .NET	Kx= 512MB Flash / x RAM	3rd & 4th Digits Denote Special Options
	NA2 – ClearCube NeoLinux	Px= 1 GB Flash / x RAM	•0 – With Mouse
	NA3 – ClearCube XPe	xB= x Flash / 64 MB RAM	•A – e370 C3 Touch Screen
	NC2 – ClearCube Japanese NeoLinux	xC= x Flash / 128 MB RAM	•W – e370 w/Wireless Card
	NC3 – ClearCube Japanese XPe	xD= x Flash / 256 MB RAM	•AD – e370 C3 Touch Screen & Wireless Card
	P3 - XPe with Native Device Manager Agent	xE= x Flash / 512 MB RAM	•AY – e90 Internal USB Wireless
		xF= x Flash / 1 GB RAM	•Z – No Mouse
	Custom images will have different letters		•T – TAA Compliant

DD - A3 - KE - AA0

Example: D1 = Custom Windows CE Image

- BR – Platinum Partner Pricing (North America)
- U – IBM/Lenovo Pricing

xxBW PCI Expansion ($34)

x0BJ- TC-2

x0BK - TC-4

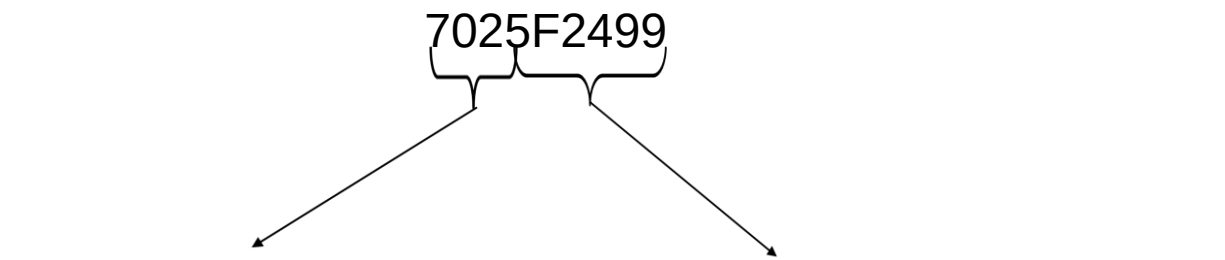
AH PCI option adder

BP PCI option adder

AP Matrox g550

U special pricing

Neoware Serial Number Decoder



For More Information

HP Closes Neoware Acquisition (Press Release)
Thin Clients – Comparison Results
Thin Client Manuals

Questions? Please contact Guidebook@hp.com

Attachments

To view files attached to this document, click the **Attachments** tab in Adobe Reader:

HP Hardware Limited Warranty (3 years parts and labor)

518448-001, November 2008

invent