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Field Communique

HP SoftPaq Download Manager End of Life (July 31)

Personal & Printing Systems (PPS)
CMIT Manageability Team

Confidentiality

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Introduction

HP is retiring HP SoftPaq Download Manager (HP SDM) on July 31st, 2019, it will be replaced by HP Image Assistant.

HP Image Assistant is a free tool that aids IT Administrators improve the quality and security of their PC Windows image by diagnosing the image, identifying problems, recommending solutions, and analyzing their PC's readiness for migration between Windows 7 and Windows 10.

HP Image Assistant can be downloaded at the HP Manageability website:
http://hp.com/go/clientmanagement

What is changing?

HP SoftPaq Download Manager is being retired.   HP SoftPaq Download Manager features such as the ability to download one or multiple updates for one or more platforms and the ability to create driver packs are now integrated into HP Image Assistant. HP Image Assistant will also support switches that exist in SoftPaq Download Manager in order to make the transition as seamless as possible for IT Administrators that use SoftPaq Download Manager in automated methods.

Why are we doing this change?

Through customer insights we learned there were too many tools in the HP Manageability portfolio causing confusion on which tools to use. Consolidating key solutions into a single tool will help resolve this pain point.

When will changes take place?

- o By 7/1/2019, HP will communicate SoftPaq Download Manager end of life on the manageability website, alerting users of pending changes.

- o On 7/31/2019, HP will remove download of SoftPaq Download Manager from the manageability website.

What are the benefits of the change?

To provide a consolidated set of solutions that provide proven, valuable, existing benefits and to provide new features driven by the latest customer insights.

Will I be able to continue to use SDM?

Yes, SDM, will continue to work and have access to updates (SoftPaqs) for older products launched before July 31st, 2019. SoftPaq Download Manager will not be tested with new product launched after July 31st, 2019. HP recommends using HP Image Assistant to access updates to new products.

Action Required

Migrate to the latest HP Image Assistant to take advantage of new benefits.

Note:

External customers that participate in the Early Evaluation Program and some internal customers that participate in internal HP programs may still see HP SoftPaq Download Manager installed on those images until that support is migrated to HP Image Assistant.