

HP Software Support Service

HP Services



HP Software Support Service provides comprehensive software services for HP software and selected third-party products.

Software Support provides access to HP technical resources for assistance in resolving software implementation or operational problems.

HP releases updates to software and reference manuals as soon as they are made available. Updates for selected HP-supported third-party software products are included as they are made available from the original software manufacturer. This service also includes the rights to software updates for each system, processor, processor core or end user, as allowed by the original HP or original manufacturer software licence.

In addition, this service provides electronic access to related product and support information, enabling any member of your IT staff to locate this commercially available essential information. For third-party products, access is subject to availability of information from the original manufacturer.

Service benefits

- Expedited problem-resolution through trained HP technical resources
- Potentially reduces the cost of purchasing individual software updates through subscription savings
- Improved system performance and reduced downtime due to software defects
- Predictable cost to receive the latest revision of HP and eligible third-party software

Service feature highlights

- Access to technical resources
- Problem analysis and resolution
- Escalation management
- Software product and documentation updates
- Licence to use software updates
- Installation advisory support
- Software features and operational support
- Remote access
- Problem isolation
- Access to electronic support information and services
- Coverage window
- HP-recommended software updates method
- HP-recommended documentation updates method
- Additional named callers
- Software updates options
- Documentation updates options

Specifications
Table 1. Service features

Feature	Delivery specifications
Access to technical resources	The Customer can access HP technical resources via telephone, electronic communication or fax (where locally available) for assistance in resolving software implementation or operational problems. An HP-authorised representative will contact the Customer to begin software technical support within two hours of the service request being logged, if this time falls within the contracted coverage window.
Problem analysis and resolution	HP provides corrective support to resolve identifiable and customer-reproducible software product problems. HP also provides support to help the Customer identify problems that are difficult to reproduce. In addition, the Customer receives assistance in troubleshooting problems and determining configuration parameters.
Escalation management	HP has established formal escalation procedures to facilitate the resolution of complex problems. Local HP management coordinates problem escalation, enlisting the skills of appropriate HP resources and/or selected third parties to assist with problem-solving.
Software product and documentation updates	<p>As HP releases updates to HP software, the latest revisions of the software and reference manuals are made available to the Customer's system manager or designee. For selected third-party software, HP will provide software updates as such updates are made available from the third party, or HP may provide instructions on how to obtain any software updates directly from the third party. An access code or licence key, or instructions for obtaining an access code or licence key, will also be provided to the Customer when required to download, install or run the latest software revision.</p> <p>For certain HP products and HP-supported third-party software, updates may be available through HP Software Update Manager (SUM), an online software updates capability. SUM allows the Customer to download software and documentation updates, order physical media, view order status and history and receive software update notifications via e-mail. SUM helps the Customer proactively manage and plan for software updates.</p> <p>For other HP-supported third-party software, the Customer may be required to download updates directly from the vendor's website.</p> <p>For some products, HP will automatically deliver the software and documentation updates to the Customer as soon as new revisions are made available.</p>
Licence to use software updates	<p>The Customer receives the licence to use the software updates to HP or third-party software for each system, processor, processor core or end user (with original software licences) covered by this service.</p> <p>The licence terms shall be as described in the HP software licensing terms corresponding to the Customer's prerequisite underlying software licence, or in accordance with the current licensing terms of the third-party software manufacturer, if applicable, including any additional software licensing terms that may accompany such software updates provided under this service.</p>
Installation advisory support	<p>Advisory support is provided to the Customer who encounters difficulties while performing a product installation or who needs advice on proper installation methods and updating of standalone applications. Advisory support for products that are installed in a network environment is also provided.</p> <p>This service feature does not include downloading of complete software packages or walking the Customer through an installation from start to finish. These services are available for an additional charge and can be purchased separately from HP.</p>
Software features and operational support	HP provides information, as commercially available, on the latest product features, known problems and available solutions, and operational advice and assistance.
Remote access	<p>At the option of HP and with Customer approval, selected remote access tools, such as a telephone support tool, may be used to facilitate problem-solving. The use of these tools allows HP to work interactively with the Customer and facilitates remote diagnosis of problems with the Customer's system.</p> <p>The Customer can choose to use any of these remote access tools to assist in the resolution of service requests. Only HP-provided, HP-approved tools are to be used as a part of this feature.</p>
Problem isolation	Problem isolation for the software product is provided. The Customer is informed if the problem is perceived to be hardware related. If the Customer's hardware is covered under an HP Hardware Maintenance Onsite Service Agreement, a service request will be logged to the diagnose-before-dispatch desk on the Customer's behalf. With the Customer's approval, a per-call service request will be logged on the Customer's behalf for problems related to hardware not covered under a Hardware Maintenance Onsite Service Agreement.

Specifications

Table 1. Service features (continued)

Feature	Delivery specifications
Access to electronic support information and services	<p>As part of this service, HP provides access to certain commercially available electronic and web-based tools. The Customer has access to:</p> <ul style="list-style-type: none"> • Certain capabilities made available to registered users, such as downloading selected HP software and firmware patches; subscribing to hardware related proactive service notifications; and participating in support forums for solving problems and sharing best practices with other registered users. • Expanded web-based searches of technical support documents, to facilitate faster problem-solving. • Support Case Manager, a tool for submitting questions directly to the HP Solution Center. Support Case Manager Centre, helps to resolve problems quickly with a pre-qualification process that routes the support or service request to the engineer qualified to answer the question. The tool also allows the status of each support or service request submitted to be viewed, including cases submitted by telephone. • "HP Live" functionality for communicating directly with an online HP support engineer during standard coverage hours (08.00 to 17.00 local time), Monday to Friday, excluding HP holidays. Through sharing browser content, the HP support engineer will help the Customer to navigate to the appropriate online content that may help resolve the problem. This real-time online help can be accessed via the "HP Live" button on selected website. • Searches of HP or third-party hosted knowledge databases for certain third-party products in order to retrieve product information, find answers to support questions, participate in support forums and download software patches.
Coverage window	<p>The coverage window specifies the time during which services are available.</p> <ul style="list-style-type: none"> • Standard business hours, standard business days: The service is available from 08.00 to 17.00 local time, Monday to Friday, excluding HP holidays. This coverage applies when Software Support M-F is purchased. Calls received and answered outside this coverage window will be logged the next day for which the Customer has a coverage window (may vary by geographic location). • 24x7: The service is available 24 hours per day, seven days per week, including HP holidays. This coverage window applies when Software Support 24x7 is purchased.
HP-recommended software updates method	<p>For HP or third-party software updates, the recommended delivery method will be determined by HP. Delivery of software updates may be on media (typically DVD or CD) or via download from an HP hosted or third-party-hosted website.</p>

Specifications (Optional)

Table 2. Optional service features

Feature	Delivery specifications
Additional named callers	<p>Support for three named Customer callers is included with this service. The Customer can optionally purchase support for additional callers.</p>
Software updates options	<p>The Customer may decline the delivery of software updates.</p> <p>For some products the Customer may choose to have software updates delivered on CD-ROM, DVD, DDS (DAT) tape or 6250 BPI magnetic tape, where these options are made available. If the media type selected is not available the software updates will be delivered using the HP-recommended software-update method.</p>
Documentation updates options	<p>The Customer may decline the delivery of documentation updates.</p> <p>For some products, the Customer may choose to have the documentation updates delivered on CD-ROM; DVD; CD-ROM and paper; DVD and paper, or paper only, where these options are available. If the media type selected is not available, the documentation updates will be delivered using the HP-recommended documentation-update method.</p>

Customer responsibilities

The Customer will:

- Retain, and provide to HP upon request, all original software licences, licence agreements, licence keys and subscription service registration information, as applicable for this service.
- Use all software products in accordance with current HP software licensing terms corresponding to the Customer's prerequisite underlying software licence, or in accordance with the current licensing terms of the third-party software manufacturer, if applicable, including any additional software licensing terms that may accompany such software updates provided under this service.
- Take responsibility for acting upon any hard-copy or e-mail notification the Customer may receive in order to download the software update or to request the new software update on media, where this option is available.
- Be responsible for registering to use HP's electronic facility in order to obtain software product information and to download HP software patches.

Service limitations

Software updates are not available for all software products. Upon the Customer's request, HP will provide the Customer with a list of software products that currently do not include software updates. When this service feature is not available, it will not be included in this service. This service must be purchased for each computer system in the Customer's environment that will require support.

For some products, software updates include only minor improved features; new versions or revisions must be purchased separately. Upon the Customer's request, HP will provide the Customer with a list of software products that do not include new versions or revisions in the software update price. The price for new versions or revisions of these software products is not included in the HP Software Updates Service.

For Customers with multiple systems at the same location, HP may limit the number of physical media sets containing software and documentation updates provided as part of this software-update service.

Service eligibility

To be eligible to purchase this service, the Customer must be properly licenced to use the revision of the software product that is current at the beginning of the Support Agreement period; otherwise, an additional charge may be applied to bring the Customer into service eligibility.

This service must be purchased for each system, processor, processor core or end user in the Customer's environment that will require support.

For certain third-party products instead of purchasing an initial software product licence this service provides the Customer with the ability to download from a website, hosted by HP or a third-party vendor, the current revision of software and all software updates released during the service agreement period.

General provisions/ other exclusions

When a Customer purchases this service, HP may provide the current revision of certain software products on media, in addition to a software-download capability.

When this service is provided for a solution that is composed of multiple HP and/or third-party products, software support will only be offered on updates that are made available for the solution by HP.

Distribution of certain third-party software updates, licence agreements and licence keys may be made directly from the third-party vendor to the Customer, as applicable.

For more information

For more information on HP Services, contact any of our worldwide sales offices or resellers or visit our websites at:

www.hp.com/hps/support

www.hp.com/hps/carepack

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