



# **HPE Software Support Service**

## **Support Services**

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

HPE Software Support Service also provides access to Hewlett Packard Enterprise technical resources for assistance in resolving software implementation or operations problems.

HPE releases updates to software and reference manuals as soon as they are made available. Updates for selected HPE-supported third-party software products are included as they are made available from the original software manufacturer. HPE Software Support Service also includes the license to use software updates for each system, socket, processor, processor core, or end-user software license, as allowed by the original HPE or original manufacturer software license terms.

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

### **Service benefits**

- Access to expert Hewlett Packard Enterprise technical resources to help expedite problem resolution
- Potentially reduces the cost of purchasing individual software updates through subscription savings
- May contribute to improved system performance and reduced downtime due to software defects
- Predictable cost to receive the latest revision of Hewlett Packard Enterprise and eligible third-party software

### **Service feature highlights**

- Access to technical resources
- Problem analysis and resolution
- Escalation management
- License to use software updates
- Software product and documentation updates
- Installation advisory support
- Software features and operational support
- Remote access
- Problem isolation

- Access to electronic support information and services
- Coverage window
- Hewlett Packard Enterprise recommended software and documentation updates method
- Additional named callers

**Table 1. Service features**

Feature	Delivery specifications
<b>Access to technical resources</b>	The Customer can access Hewlett Packard Enterprise technical resources via telephone, electronic communication, or fax (where locally available) for assistance in resolving software implementation or operations problems. A Hewlett Packard Enterprise authorized representative will contact the Customer to begin the software technical support service within two hours after the service request has been logged, if the request time falls within the contracted coverage window.
<b>Problem analysis and resolution</b>	Hewlett Packard Enterprise provides corrective support to resolve identifiable and customer-reproducible software product problems. HPE 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 for supported configurations.
<b>Escalation management</b>	Hewlett Packard Enterprise has established formal escalation procedures to facilitate the resolution of complex problems. Local Hewlett Packard Enterprise management coordinates problem escalation by enlisting the skills of appropriate HPE resources to assist with problem-solving. For selected third-party software products where HPE is providing software support and update services, HPE will follow the agreed-upon escalation processes that are established between HPE and the third-party vendor to assist with problem resolution.
<b>License to use software updates</b>	The Customer receives the license to use software updates to HPE or HPE-supported third-party software for each system, socket, processor, processor core, or end-user software license covered by this service, as allowed by the original Hewlett Packard Enterprise or original manufacturer software license terms. The license terms shall be as described in the HPE software licensing terms corresponding to the Customer's prerequisite underlying software license, 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.
<b>Software product and documentation updates</b>	As Hewlett Packard Enterprise releases updates to HPE software, the latest revisions of the software and reference manuals are made available to the Customer. For selected third-party software, HPE will provide software updates as such updates are made available from the third party, or HPE may provide instructions on how the Customer can obtain any software updates directly from the third party. A license key or access code, or instructions for obtaining a license key or access code, will also be provided to the Customer when required to download, install, or run the latest software revision. For most HPE software and selected HPE-supported third-party software, updates will be made available through the Software Updates and Licensing portal via the HPE Support Center. The Software Updates and Licensing portal provides the Customer with electronic access to receive and proactively manage software product and documentation updates. For other HPE-supported third-party software, the Customer may be required to download updates directly from the vendor's website.
<b>Installation advisory support</b>	Limited advisory support is provided and is restricted to basic advisory assistance for the Customer who encounters difficulties while performing a software product installation or who needs advice on proper installation methods and updating of standalone applications. Limited advisory support for software products that are installed in a network environment is also provided. The scope of such advisory support is at Hewlett Packard Enterprise's discretion. Exclusions to this advisory support include, but are not limited to, the following: any 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 HPE.

<b>Software features and operational support</b>	Hewlett Packard Enterprise provides information, as commercially available, on current product features, known problems and available solutions, and operational advice and assistance.
<b>Remote access</b>	<p>At the option of Hewlett Packard Enterprise and with Customer approval, selected remote access tools may be used to facilitate problem solving. The use of these tools allows HPE 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 HPE-provided, HPE-approved tools are to be used as a part of this feature.</p>
<b>Problem isolation</b>	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 a Hewlett Packard Enterprise Hardware Maintenance Onsite Service Agreement, a service request will be logged on the Customer's behalf. If available and with the Customer's approval, a per-call service request at the current time and material rates will be logged on the Customer's behalf for problems related to hardware not covered under an HPE Hardware Maintenance Onsite Service Agreement.
<b>Access to electronic support information and services</b>	<p>As part of this service, Hewlett Packard Enterprise provides access to certain commercially available electronic and Web-based tools. The Customer has access to:</p> <ul style="list-style-type: none"> <li>• Certain capabilities made available to registered users, such as downloading selected HPE 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</li> <li>• Expanded Web-based searches of technical support documents, to facilitate faster problem-solving</li> <li>• A Web-based tool for submitting questions directly to the HPE Global Solution Center. The tool 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</li> <li>• HPE or third-party hosted knowledge databases for certain third-party products, where Customers can search for and retrieve product information, find answers to support questions, participate in support forums, and download software patches</li> <li>• The Software Updates and Licensing portal, which provides the Customer with electronic access to receive, proactively manage, and plan for software product updates; access to the portal is through the HPE Support Center</li> </ul>
<b>Coverage Window</b>	<p>The coverage window specifies the time during which services are available.</p> <ul style="list-style-type: none"> <li>• Standard business hours, standard business days: Service is available between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HPE holidays. This coverage applies when Software Support 9x5 is purchased. Calls received outside this coverage window will be logged the next day for which the Customer has a coverage window (may vary by geographic location).</li> <li>• 24x7: Service is available 24 hours per day, Monday through Sunday including HPE holidays. This coverage window applies when Software Support 24x7 is purchased.</li> </ul>
<b>Hewlett Packard Enterprise recommended software and documentation updates method</b>	For HPE or HPE-supported third-party software and documentation updates, the recommended delivery method will be determined by Hewlett Packard Enterprise. The primary delivery method for software updates and documentation updates will be via download from the Software Updates and Licensing portal or a third-party hosted website.

## Table 2. Optional service features

Feature	Delivery specifications
<b>The following optional service features are available with HPE Contractual Services only:</b>	
<b>Additional named callers</b>	Support for three named Customer callers is included with this service. The Customer can optionally purchase support for additional callers.

## Service limitations

The response time stated herein is provided as a typical initial response time to Customer technical support requests. The response time in no way creates a legal requirement or obligation for Hewlett Packard Enterprise to always provide such response in the stated time.

The Customer's access to Hewlett Packard Enterprise technical resources for support of software with term licenses may be limited to Web-based call logging.

Software updates are not available for all software products. When this service feature is not available, it will not be included in this service.

For some products, software updates include only minor improved features. New software versions must be purchased separately.

## Service eligibility

To be eligible to purchase this service, the Customer must be properly licensed to use a currently supported revision of the software at the time the installation begins; otherwise, additional charges 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 license, this service provides the Customer with the ability to download from a website, hosted by Hewlett Packard Enterprise or a third-party vendor, the current revision of the software and all software updates released during the Support Agreement period.

## Customer responsibilities

The Customer will:

- Retain, and provide to Hewlett Packard Enterprise upon request, all original software licenses, license agreements, license keys, and subscription service registration information, as applicable for this service
- Use all software products in accordance with current Hewlett Packard Enterprise software licensing terms corresponding to the Customer's prerequisite underlying software license, 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 software product updates and obsolescence notifications received from the Hewlett Packard Enterprise Support Center
- Be responsible for registering to use a Hewlett Packard Enterprise or third-party hosted electronic facility in order to obtain software product information or to download software patches

## General provisions/Other exclusions

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

This data sheet does not cover HPE Software Support Service for software products in the HPE Software and Solutions business group and the HPE NonStop Enterprise business group.

## Ordering information

HPE Software Support 9x5 may be ordered using HA106A\* service product numbers.

HPE Software Support 24x7 may be ordered using HA107A\* service product numbers.

## Data sheet

### For more information

For more information on Hewlett Packard Enterprise support services, contact any of our worldwide sales offices or visit the following website:

[www.hpe.com/services/support](http://www.hpe.com/services/support)



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Enterprise**

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