

# HP Software Support Foundation

Data sheet



With over 20 years of excellence and experience, HP Software Support provides comprehensive technical support and updates for HP Software. Your IT staff can have fast, reliable access to well-trained experts who provide advice on HP Software features, problem identification, diagnosis, and resolution. HP Software Support provides more than post-sales support to maintain your environment—it was designed to increase uptime, reduce TCO, and drive efficient business outcomes.

## Empower your business with HP Software Support

- **Problem resolution:** Gain access to expert technical resources
- **Software updates:** Get the latest updates, new features, and available solutions
- **Access:** Take advantage of online, around-the-clock self-solve support
- **Stability:** Increase system performance and reduce downtime
- **Reduced TCO:** Enable quicker time to resolution and reduce resource consumption
- **Optimization:** Optimize your IT environment with our technical expertise
- **Communication:** Receive proactive notification about new software versions and patches; participate in discussion forums; search our extensive online knowledge base.

## Feature highlights

- Software Updates
  - Download updates for select HP Software products
  - Email notification for new releases
  - Request updates online
- Around the clock self-solve support
- Efficient and effective problem analysis
  - Problem isolation
  - Access to expert technical resources
  - Availability in 10 languages
  - Escalation management
- Defined Response Time Objectives with enhanced Response Time Objectives for 24x7 customers
- Software feature and operational support
- Choice of coverage windows and service levels (9x5 or 24x7)

For more information on all of our support offerings, please visit:

[www.hp.com/go/hpsoftwaresupport/support\\_options](http://www.hp.com/go/hpsoftwaresupport/support_options)



## Software Support Online

### Self-service support at your fingers

Available around the clock, it provides the interactive technical support tools needed to manage your HP Software, allowing your IT staff to quickly self-solve or log support cases electronically.

HP Software Support Online (SSO) offers a vast array of HP Software knowledge, bringing comprehensive support resources to your fingertips. Additionally, SSO provides online incident reporting to an unlimited number of users. It enables you to:

- Search our extensive technical knowledge base for known problems, technical documents, manuals, and patches
- Log, track, and update cases electronically
- Review, revise, and renew your HP Software Support contract

- Register for email notifications for many HP Software product updates and patches
- Electronically download the latest software patches for HP Software products

Visit SSO: [www.hp.com/go/hpssoftwaresupport](http://www.hp.com/go/hpssoftwaresupport)

### When to consider 24x7

- IT availability and needs change after business hours or on weekends
- Greater uptime is needed
- Global deployment is a goal
- Medium to high complexity IT environment
- 1-hour Response Time Objective for Severity 1 problems

Response Time Objectives are typical initial response times to support requests. HP may not generally provide such response within the Response Time Objectives.

Response Time Objectives	Severity level 1	Severity level 2	Severity level 3	Severity level 4
9x5 local business hours and local business days	2 hours	6 hours	8 hours	1 business day
24x7, Monday-Sunday, 365 days per year	1 hour with prioritized support response	4 hours	6 hours	1 business day

#### Definitions:

**Severity level 1—Critical: production system is down**—The HP product is unusable, resulting in a total disruption of work or other critical impact on operations. No workaround is available. Newly received cases will be assessed through discussions with the customer to confirm that they fulfill the criteria, and may be downgraded in priority if they do not.

**Severity level 2—Serious: major feature/function failure**—Operations are severely restricted. A workaround is available.

**Severity level 3—Medium: minor feature/function failure**—The product does not operate as designed, there is a minor impact on usage, and an acceptable workaround deployed.

**Severity level 4—Low: minor problem**—This can be classified as a request for documentation, general information, enhancement request, and so on.

## HP Software Services

### Ordering Information

HP Software support 9x5 may be ordered using service product numbers HA106A1 (upfront 1-year) HA106A3 (upfront 3-year), and HA106AC (contractual).

HP Software support 24x7 may be ordered using service product numbers HA107A1 (upfront 1-year) HA107A3 (upfront 3-year), and HA107AC (contractual).

### More Information

For additional information on HP Software Services, go to [www.hp.com/go/hpssoftwaresupport/support\\_options](http://www.hp.com/go/hpssoftwaresupport/support_options)

Through our innovative offerings in Support, Software-as-a-Service (SaaS) and Professional Services, we partner with you to help enable your success and ROI.

To access technical interactive support, visit [www.hp.com/go/btosoftware](http://www.hp.com/go/btosoftware) and review Key Resources and Featured Services.

The HP Software Solutions Community, is your place to network, learn, and participate via forums, events, blogs, and more. To learn more, visit [www.hp.com/go/swcommunity](http://www.hp.com/go/swcommunity)

# HP Software Support specifications and features

Feature	Delivery specifications
<b>Software Support Online</b>	You have 24x7 access to SSO, including access to support contracts, downloading updates, and managing your profile. SSO provides access to a knowledge database, including information regarding known symptoms and proposed solutions, specifications, and technical literature.
<b>Advanced self-solve</b>	After original case-logging or knowledge-based query, you will receive an intelligent response. Expanded search parameters enable flexible search methods. You can search for specific products and versions. Your search attempts are carried to case history, allowing engineers to detect the problems.
<b>Access to technical resources</b>	You can access our technical resources for assistance in resolving software or operations problems via SSO or telephone.
<b>Choice of coverage window</b>	<p>You have the option to choose 9x5 or 24x7 coverage. Response is based on the location of your support contract.</p> <ul style="list-style-type: none"><li>• 24x7: available 24 hours per day, Monday through Sunday, 365 days per year.</li><li>• 9x5: available between 8 a.m. and 5 p.m. on local business days, excluding bank and local public holidays. Response Time Objectives for calls submitted outside the coverage window will apply to the next business day.</li></ul>
<b>Support delivery languages</b>	Our worldwide centers are structured to provide you with local language access in most major countries. HP can normally provide support for its products in English, French, German, Italian, Japanese, Korean, Spanish, Portuguese, Russian, or Chinese (Cantonese and Mandarin). Depending on engineer availability, support may be available in other languages. Support outside of standard local business hours may be provided in English only.
<b>Escalation management</b>	HP has established formal escalation procedures to facilitate the resolution of complex software problems.
<b>Software updates</b>	<p>“Updates” mean bug fixes, patches, and new Major Versions and Minor Versions made generally available by HP, its assignees or successors, to customers with active, current support contracts. An Update is deemed Software, when made commercially available by HP, to its assignee or a successor.</p> <p>When HP releases Updates to certain HP Software and reference manuals, HP shall make them available to your system manager. You may be able to select from a choice of media types. Required access codes and license keys are made available directly or through provided instructions.</p> <p>The license terms for Updates shall be (a) as described in the HP software licensing terms corresponding to the customer’s prerequisite underlying software license, (b) in accordance with the current licensing terms of the third-party software manufacturer, and (c) any additional software licensing terms that may accompany Updates provided under this service.</p>
<b>Patches</b>	As new patches become available, HP will post them to SSO for easy access. HP will provide instructions on how to obtain the patch through the original software manufacturer for select third-party products.
<b>Named callers</b>	An unlimited amount of qualified users can log cases through SSO or via the telephone.

## HP Software Support specifications and features (cont.)

Feature	Delivery specifications
<b>Hardware support</b>	If you have an HP Hardware Maintenance Onsite agreement, Software Support will log a service request to the Hardware support organization on your behalf. If you do not have an HP Hardware Maintenance Onsite agreement, Software Support can assist you with logging a per-call service request.
<b>Software versioning</b>	A Major Version release usually includes major enhancements or new functionality, which is denoted by a change to the left of the decimal point (for example version 6.0 to 7.0). A Minor Version release usually includes functional enhancements, denoted by a change to the right of the first decimal point (for example version 6.1 to 6.2).
<b>Term licenses</b>	With the purchase of Support in combination with a term license, HP provides support through SSO only. All cases are to be logged online.
<b>Non-HP branded products</b>	HP will support specified versions of non-branded HP software only as long as such software is supported by the vendor. Distribution of certain Non-Branded Product Updates, license agreements and license keys may be made directly from the vendor to your organization.
<b>Concurrent Support</b>	<p>For any Update delivered under Support, or any HP authorized migration, at no additional charge, from a current Software product to a different HP Software product (“Migrated Software”), HP authorizes you, for a period of six (6) months from the delivery of the Migrated Software, unless otherwise specified by HP (per the categories listed below) as part of an official HP Software migration announcement (“Migration Period”), to use both the current Software Version and the Migrated Software simultaneously (“Concurrent Use Period”). Notwithstanding the foregoing, the Concurrent Use Period may not extend beyond end of support for the current Software product. During the Concurrent Use Period, you are only authorized to use the Migrated Software to manage the same environment that is currently managed using the current Software Version. At the end of the Concurrent Use Period, your license for the current Software Version will terminate. HP will classify each Software migration into one of the following four categories:</p> <ul style="list-style-type: none"><li>• Standard (6 month Concurrent Use Period)</li><li>• Advanced (12 month Concurrent Use Period)</li><li>• Complex (18 month Concurrent Use Period)</li><li>• Exceptional (24 month Concurrent Use Period)</li></ul>
<b>End of support</b>	HP provides support for the current and previous Minor Versions of the current Major Version. HP will support the last Minor Version of a Major Version (for example, 6.2) for either (i) twenty-four (24) months from the date when a new Major Version (for example, 7.0) becomes generally available or, (ii) until the date when the next Major Version (for example, 8.0) becomes generally available, whichever occurs earlier. If HP discontinues a product and does not make another Minor Version commercially available as an Update, HP will provide support for twenty-four (24) months from the date of the product discontinuance notice. HP may discontinue specific Support offerings no longer generally offered by HP upon sixty (60) days’ notice.
<b>Return to support</b>	If you allow Support to lapse, HP shall charge you all past Support fees and may charge an administrative fee of fifteen percent (15%) of the total past Support fees to resume Support. HP may further require you to make changes to certain hardware or software to meet eligibility requirements of new Versions. You may re-enroll only upon payment of the following fees: (i) the annual Support fee for the renewal term, (ii) one hundred percent (100%) of all annual Support fees that would have been paid had you not terminated Support offerings, and (iii) the fifteen percent (15%) administrative fee, if applicable.

# HP Software Support specifications and features (cont.)

## Feature Delivery specifications

### Software support eligibility

For on-going Support eligibility, Customer must maintain all licenses of Software Products with the same part number, and all technically dependent prerequisite Software Products, that are part of the same implementation across all of the Customer's Support Agreement Identification ("SAID") Numbers (collectively, the "License Set") at the same level of Software Support.

For avoidance of doubt, the following examples are provided: Customer has two License Sets for a given HP Software Product:

HP Software License Set	Number of Licenses	Level of Software Support Needed	Example of Acceptable Scenario	Example of Scenarios NOT allowed
License Set One for Product A	100	24x7	Maintain a valid Software Support contract for ALL 100 licenses at 24x7 level	<b>Example #1:</b> <ul style="list-style-type: none"><li>• 25 licenses at 24x7 Support</li><li>• 75 licenses at 9x5 Support</li></ul> <b>Example #2:</b> <ul style="list-style-type: none"><li>• 25 licenses at 24x7 Support</li><li>• 75 licenses with no valid Software Support contract</li></ul>
License Set Two for Product A	200	9x5	Maintain a valid Software Support contract for ALL 200 licenses at 9x5 level	<ul style="list-style-type: none"><li>• 50 licenses at 9x5 Support</li><li>• 150 licenses with no valid Software Support contract</li></ul>

Customer may not cancel Support for a portion of licenses within a License Set unless Customer, at the time of Support renewal, (i) terminates license rights of the unsupported licenses, or (ii) certifies that the unsupported licenses will not be used and will not receive any of the services provided through Support (the "Certification"). The Certification must be provided by an authorized representative of Customer via a written letter sent to HP according to the notice provisions in Customer's governing Support contract with HP. HP reserves the right to audit Customer's compliance with the Certification at any time. If Customer chooses to resume Support for any of the unsupported licenses covered under the Certification, the Return to Support terms and conditions will apply.

### Cancellation

You may cancel Support orders or delete Software from Support effective upon the next Support renewal date and upon sixty (60) days' prior written notice. Fee adjustments become effective at the next renewal date, subject to the Software Support Eligibility terms of this datasheet.

## HP Software Support terms

This support offering is governed by the HP Single Order Terms for Support, unless otherwise specified in the Support quotation document (“the Terms”). All capitalized terms used in this data sheet, but not otherwise defined, will have the meaning assigned to them in the Terms. In the event of conflicts between this data sheet and the Terms, this data sheet shall take precedence. The Support offering set forth in this data sheet is available for the HP BTO (Business Technology Optimization) and IM (Information Management) product lines.

**Upgrades**—Software upgrades are NOT a feature of Foundation support. For clarification purposes only, the HP Software definitions of Upgrades are included below

- **Upgrade—License Type Upgrade** means upgrading from one type of license to another upon customer purchase. An example would be moving from a Site license to an Area license.
- **Upgrade—License Quantity Upgrade** means upgrading to a higher count of license upon customer purchase. An example would be upgrading from 1000 nodes to 2500 nodes

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The following additional terms are hereby incorporated into this datasheet:

- General**
- Exclusions.** HP is not obligated to provide warranty services or support for any claims resulting from:
    1. Improper site preparation, or site or environmental conditions that do not conform to HP’s site specifications;
    2. Customer’s non-compliance with HP specification, statements of work or this datasheet;
    3. Improper or inadequate maintenance or calibration;
    4. Customer or third-party media, software, interfacing, supplies, or other products;
    5. Modifications not performed or authorized by HP;
    6. Virus, infection, worm or similar malicious code not introduced by HP; or
    7. Abuse, negligence, accident, loss or damage in transit, fire or water damage, electrical disturbances, transportation by customer, or other causes beyond HP’s control.
  - Local Availability.** Customer may order support from HP’s current support offerings. Some offerings, features, and coverage (and related software) may not be available in all countries or areas. In addition, delivery of support outside of the applicable HP coverage areas may be subject to travel charges, longer response times, reduced restoration or repair commitments, and reduced coverage hours.
  - Relocation.** Relocation of any software under support is the responsibility of customer and is subject to local availability, and may result in changes to support fees. Reasonable advance notice to HP may be required to begin support after relocation. For software products, any relocation is also subject to the license terms for such software. Customer may be required to execute amended or new Transaction Documents as a result of relocation.
  - Service Providers.** HP reserves the right and customer agrees to HP’s use of HP-authorized service providers to assist in the delivery of support.
  - Modifications.** Customer will allow HP, at HP’s request and at no additional charge, to modify software to improve operation, supportability, and reliability, or to meet legal requirements.
  - Force Majeure.** Neither party will be liable for performance delays nor for non-performance due to causes beyond its reasonable control; however, this provision will not apply to customer’s payment obligations.

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- Site and product access** Customer shall provide HP access to the software covered under support; and if applicable, adequate working space and facilities within a reasonable distance of the software; access to and use of information, customer resources, and facilities as reasonably determined necessary by HP to service the software; and the other access requirements described in the this data sheet. If customer fails to provide such access, resulting in HP’s inability to provide support, HP shall be entitled to charge customer for the support call at HP’s published service rates. Customer is responsible for removing any software ineligible for support, as advised by HP, to allow HP to perform support. If delivery of support is made more difficult because of ineligible software, HP will charge customer for the extra work at HP’s published service rates.

## HP Software Support terms (cont.)

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### Software support

- a. **Eligibility.** Customer may purchase available software support for HP branded software only if customer can provide evidence it has rightfully acquired an appropriate HP license for such software. HP will be under no obligation to provide support due to any alterations or modifications to the software not authorized by HP or for software for which customer cannot provide a sufficient proof of a valid license.
- b. **Documentation.** If customer purchases a software support offering that includes documentation updates along with the right to copy such updates, customer may copy such updates only for software under such coverage. Copies must include appropriate HP trademark and copyright notices.

### Use of proprietary service tools for support

- HP will require customer's use of certain hardware and/or software system and network diagnostic and maintenance programs ("Proprietary Service Tools"), as well as certain diagnostic tools that may be included as part of the customer's system, for delivery of support under certain coverage levels. Proprietary Service Tools are and remain the sole and exclusive property of HP, are provided "as is," and include, but are not limited to: remote fault management software, network support tools, Insight Manager, Instant Support, and Instant Support Enterprise Edition (known as "ISEE"). Proprietary Service Tools may reside on the customer's systems or sites. Customer may only use the Proprietary Service Tools during the applicable support coverage period and only as allowed by HP. Customer may not sell, transfer, assign, pledge, or in any way encumber or convey the Proprietary Service Tools. Upon termination of support, customer will return the Proprietary Service Tools or allow HP to remove these Proprietary Service Tools. Customer will also be required to:
- a. Allow HP to keep the Proprietary Service Tools resident on customer's systems or sites, and assist HP in running them;
  - b. Install Proprietary Service Tools, including installation of any required updates and patches;
  - c. Use the electronic data transfer capability to inform HP of events identified by the software;
  - d. If required, purchase HP-specified remote connection hardware for systems with remote diagnosis service; and
  - e. Provide remote connectivity through an approved communications line.

### Customer responsibilities

- a. **Data Backup.** To reconstruct lost or altered customer files, data, or programs, customer must maintain a separate backup system or procedure that is not dependent on the software under support.
  - b. **Temporary Workarounds.** Customer will implement temporary procedures or workarounds provided by HP while HP works on permanent solutions.
  - c. **Hazardous Environment.** Customer will notify HP if customer uses software in an environment that poses a potential health or safety hazard to HP employees or subcontractors. HP may require customer to maintain such software under HP supervision and may postpone service until customer remedies such hazards.
  - d. **Authorized Representative.** Customer will have a representative present when HP provides support at customer's site.
  - e. **Software List.** Customer will create and maintain a list of all software under support including: the location of the software and coverage levels. Customer shall keep the list updated during the applicable support period.
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## Get connected

[www.hp.com/go/getconnected](http://www.hp.com/go/getconnected)

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