

HP Software Support Service - U.S.

HP Care Pack Services

Technical data



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

As HP releases updates to software and reference manuals, these updates are made available to your system manager or designee. Updates for selected HP-supported third-party software products are included as they are made available from the original software manufacturer. The service also includes a license to use and copy the software updates for each system covered by the original HP or original manufacturer software license.

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 technical HP resources
- Potentially reduces the cost of purchasing individual software updates through subscription savings
- Improved system performance and reduced downtime due to software defects
- Notification for your system managers when new software updates are made available
- Receive HP software and eligible third-party software updates at a predictable cost
- Acquire the license subscription services only as needed, eliminating extra media and documentation updates

Service feature highlights

- Access to technical resources
- Problem analysis and resolution

- Escalation management
- Software product and documentation updates
- License to use and copy software product updates
- Installation advisory support
- Software features and operational support
- Remote access
- Problem isolation
- Access to electronic support information and services
- Coverage window

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 operations problems. An HP authorized representative will contact the Customer to begin software technical support service within two hours after the service request has been 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. The Customer receives assistance in troubleshooting problems and solving configuration parameters.
Escalation management	HP has established formal escalation procedures to facilitate complex problem resolution. 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	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. For certain software products, the Customer may be able to select from a choice of media types. An access code or license key, or instructions for obtaining an access code or license key, will also be provided to the Customer when it is required to install or run the latest software revision.
License to use and copy software product updates	The Customer receives the license to use and copy the software updates to HP or third-party software on each system (with original software licenses) covered by this service. The license terms shall be as described in the relevant software license agreements for the HP or third-party software, or if none, then in Exhibit E16, HP Terms and Conditions of Sale and Service, and in Exhibit SS5, HP Support Services.
Installation advisory support	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. This service feature does not include down-line loading of complete software packages or walking through an installation from start to finish. These services are available for an additional charge and can be purchased separately from HP.
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	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.

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.

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.
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• Software Update Manager (SUM), an online software updates capability available at the Customer's option for some HP software products. 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.• Expanded Web-based searches of technical support documents, to facilitate faster problem-solving• A support case manager, to submit questions directly to the HP Solution Center. The support case manager 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 support case manager also allows the status of each support or service request submitted to be viewed, including cases submitted by telephone.• "HP Live", to check directly with an online HP support engineer during standard coverage hours, 8:00 a.m. to 5:00 p.m. local time excluding HP holidays. This real-time online help can be accessed via the "HP Live" button on selected Web pages. Through sharing browser content, the HP support engineer will help navigate to the appropriate online content that may help resolve the problem.
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: Service is available between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HP holidays. This coverage applies when Software Support M-F is purchased. Calls received and answered outside this service coverage window will be logged the next day for which the Customer has a service coverage window (may vary by geographic location).• 24x7: Service is available 24 hours per day, Monday through Sunday including HP holidays. This coverage window applies when Software Support 24x7 is purchased.

Customer responsibilities

The Customer must retain and provide to HP upon request all original software licenses, upgrade license agreements, and license keys.

The Customer will use all software products in accordance with current HP 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.

When the Customer receives hardcopy or e-mail notification that a new revision of software is available, it is the Customer's responsibility to reply to the notification in order to receive the new software update.

The Customer is 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 support 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 the Software Support Service.

Service eligibility

To be eligible to purchase software support, the Customer must be properly licensed 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.

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.

The Customer has the option to decline delivery of the software product and documentation updates.

For more information

For more information on HP Care Pack Services, contact either an HP sales office in the United States or an HP authorized reseller, or visit our Web site at:

www.hp.com/hps/carepack

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