

Data sheet

HP Software Enterprise Support



Protect your investment



May 2015

HP Software Enterprise Support

In our always-on economy, businesses run 24 hours a day. Long gone are the days when staff arrived at 8 a.m. and departed at 5 p.m. Your customers are online day and night. This is why your IT staff needs fast 24-hour access to HP experts who can diagnose and resolve issues as well as give advice on HP Software features. Enterprise Standard gives your business the right level of service to meet the demands of today's economy.

Protecting your software investment

Companies are also under pressure to keep systems up and cost down as well as maximize the value of any software investment. HP Software (HP SW) Enterprise Support helps you achieve this by providing comprehensive technical support and updates for HP Software. We have the know-how to increase uptime, reduce total cost of ownership (TCO), and drive efficient business outcomes. We have been doing it for over 25 years, and we have proven our worth to thousands of clients across the world.

Empower your business with HP Software Support

- 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
- Problem resolution: Gain access to technical resources and HP experts
- Defined Response Time Objectives: 1-hour for Impact 1 problems for Enterprise Standard customers
- Optimization: Optimize your IT environment with our technical expertise
- Communication: Receive proactive notification about new software versions and patches, participate in discussion forums, and search our extensive online knowledge base

For more information on all of our support offerings, visit: hp.com/us/en/software-solutions/customer-technical-support-services/portfolio.html.

HP Software Support Online

Self-service support at your fingers

Available around the clock, HP Software Support Online (SSO) provides the interactive technical support tools needed to manage your HP Software. It lets your IT staff quickly locate product updates and fixes, access product documentation, self-solve technical problems or log support cases electronically. It also puts a vast array of HP Software knowledge at their fingertips.

SSO enables you to

- Electronically download the latest software updates and patches for HP Software products
- Search our extensive technical knowledge base for known problems, technical documents, manuals, and patches
- Provides online incident reporting to an unlimited number of users
- Review the list of license products currently covered by your HP Software Support contract
- Register for email notifications for many HP Software product updates and patches
- Log, track, and update cases electronically

Visit SSO: hp.com/go/hpsoftwaresupport.

Only need business hours support?

If your business has no need for out-of-hours support to run smoothly, you have the choice of HP Software Enterprise Basic Support. This provides the same excellent level of service and is available when you need it most—between 8 a.m. and 5 p.m. local time.

HP Software Support specifications and features

Software Support Online

You have 24x7 access to SSO, including access to product updates, access to an extensive knowledge database, including information regarding known symptoms and proposed solutions, specifications, and technical literature.

Advanced self solve

After your 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 added to your case history, allowing engineers to detect the problems.

Access to technical resources

You can access our technical resources for assistance in resolving software or operations problems via SSO or telephone.

Support delivery languages

Our worldwide centers are structured to provide you with support in the English language and local language access in most major countries. Depending on language knowledge and resources availability, support may be available in languages such as French, German, Italian, Japanese, Korean, Spanish, Portuguese, Russian, or Chinese (Cantonese and Mandarin). Support outside of standard local business hours may be provided in English only.

Note

While HP Software continues to develop its support delivery capability for the HP Vertica products, support is primarily delivered in English language only. From time to time, support may be available in other languages but there is no guarantee of availability.

Escalation management

HP has established formal escalation procedures to facilitate the resolution of complex software problems.

Software updates

“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.

When HP releases Updates to certain HP Software and reference manuals, HP shall make them available to you electronically. 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.

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) any additional software licensing terms that may accompany Updates provided under this service; and, (c) with respect to non-branded HP Software products, in accordance with the current licensing terms of the third-party software manufacturer.

Patches

Customers may be required to install the most recent software version, fixes, patches, or service packs as part of the troubleshooting and issue resolution process. For all requests for defect fixes, product enhancements, support for newly released operating systems, and other adjacent or integrated application(s) or version(s), the HP product teams will review and either approve; deny; deny as fixed in a more current release; or postpone a fix until a future release.

As new patches become available, HP will post them to SSO for easy access. For select non-branded HP Software products, HP will provide instructions on how to obtain the patch through the original software manufacturer.

Named callers

An unlimited number of qualified users can log cases through SSO or via the telephone.

Hardware support

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.

Software versioning

A Major Version Update 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 Update usually includes functional enhancements, denoted by a change to the right of the first decimal point (for example, version 6.1 to 6.2).

Term licenses

With the purchase of Software Support in combination with a term license, HP provides support through SSO only. All cases are logged online.

Non-HP branded products

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.

Choice of coverage window

Customers logging technical cases with HP SW through SSO have a choice of four incident Impact levels and four incident Urgency levels from which to select. Customers should select the most appropriate Impact and Urgency levels when logging a case. HP SW support engineers may reassign either Impact or Urgency levels assigned to a case once problem diagnosis has started if it is determined that either has been set at an inappropriate level.

You have the option to choose between 24x7 or 9x5 coverage depending on support service selected. Response is based on the location of your support contract.

- Enterprise Standard: available 24 hours per day, Monday through Sunday, 365 days per year.
- Enterprise Basic: available between 8 a.m. and 5 p.m. local time 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.

The Support Coverage Window provided for HP Vertica products is as follows:

- Impact 2–4 issues: 9x5 support available between 8 a.m. and 5 p.m. on local business days, excluding bank and local public holidays. Response Time Objectives for all calls submitted outside this coverage window will apply to the next business day.
- Impact 1 issues only: 24x7 support Monday through Sunday 365 days per year.

Response Time Objectives

Impact level	Level 1: production system is down	Level 2: major feature/ function failure	Level 3: minor feature/ function failure	Level 4: minor problem
	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.	Operations are severely restricted. A workaround is available.	The product does not operate as designed, there is a minor impact on usage, and an acceptable workaround deployed.	This can be classified as a request for documentation, general information, enhancement request, etc.
Response Time Objectives				
Enterprise Standard customers—24x7, Monday–Sunday, 365 days per year.	1 hour with prioritized support response	4 hours	6 hours	1 business day
Enterprise Basic customers—9x5 local business hours and local business days.	2 hours	6 hours	8 hours	1 business day
Response Time Objectives HP Vertica products				
Enterprise Standard customers.	1 hour—24x7	4 local business hours 9x5	2 business days	2 business days

Response Time Objectives are typical initial response times to support requests. HP may not actually provide such response within the Response Time Objectives. For critical applications, HP Software offers a 30 minute Response Time Objective option for Impact 1 cases for an additional charge. For more information, see HP Software Premier Support for HP Fortify products or HP Software Flexible Care Support for other HP Software products.

Need a more personalized or flexible support service?

With the complexity and criticality of today's software deployments, HP offers a tailored set of additional reactive and proactive services. For example, having access to certified HP Named Advanced Support Engineers (NASE) who are knowledgeable about your specific deployment, or access to a Technical Account Manager who will work with you to help prevent issues or increase adoption ensuring you get the most from your investments. Additional service available include:

- Access to priority support services to improve response times objectives
- Named Engineers to boost the level of reactive support received from HP Software as an enhanced first technical contact (FTC)
- Technical Account Manager with product knowledge and skills to help you streamline and improve the operations of your HP Software infrastructure
- Enterprise Support Manager to act as ambassador, to deliver consistent service levels and provide detailed reporting, trending and recommendations to get the best out of your support experience
- Onsite and remote technical support days and services to boost the supportability of your environment or help you plan more effectively for a deployment change or upgrade

These advanced support services are available via HP Software Flexible Care Support or HP Software Premier Support. The data sheets for these services can be found at softwaresupport.hp.com/web/softwaresupport/software-support-offerings.



HP Software Technical Service Days

HP Software Technical Service Days (TSDs) are available as an additional optional service for HP Fortify products or via the FlexCare Credits within the HP Software Flexible Care Support Service for HP Software IT Management and Information Management products. TSDs are available as four options, onsite or remote and for both normal business hours (8 a.m. and 5 p.m. local time on local business days, excluding bank and local public holidays) or non-business hours outside these times. These TSDs provide delivery of technical support topics that can be essential for maintaining the operability and availability of your HP Software environment. Technical support topics can consist of, but are not limited to, troubleshooting management, customized workshops or advice and short-term help with upgrades and more.

To ensure you get the right resources, all TSDs are subject to availability and require pre-approval of support engineer availability before orders are accepted. TSDs are not meant to be a replacement for HP Professional Services engagements and are intended to be short-term engagements only. One day consists of eight (8) business hours. For onsite days, there is a minimum purchase of two (2) consecutive days.

Note

HP Software Technical Service Days are annual within your contract and expire on the earlier of when your support contract expires or at the end of each year of a multi-year contract.

Concurrent support

For any Update delivered under Support, HP authorizes you, for a period of six (6) months from the receipt of said Update to use both the current Software Version and the Update simultaneously at no additional charge (“Update Concurrent Use Period”). With respect to an HP authorized migration, HP authorizes you to use both the current Software Version and the Migrated Software simultaneously (“Migrated Software Concurrent Use Period”) for the period of time specified per the categories below at no additional charge. Migrated Software results from an HP authorized migration from a current Software product to a different HP Software product.

Notwithstanding the foregoing, neither the Update Concurrent Use Period nor the Migrated Software Concurrent Use Period (collectively referred to as the “Concurrent Use Periods”) may extend beyond End of Support for the current Software product. During the Concurrent Use Periods, you are only authorized to use the Update or Migrated Software to manage the same environment that is currently managed using the current Software Version. At the end of the Update or Migrated Software 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:

- Standard (6 months Concurrent Use Period)
- Advanced (12 months Concurrent Use Period)
- Complex (18 months Concurrent Use Period)
- Exceptional (24 months Concurrent Use Period)

End of support—For products that a follow time based obsolescence

For all HP Software products and versions listed in the following [HP Software product support duration table](#), and any subsequent versions, the following time-based end of support policy applies:

HP provides a diminishing range of support services, appropriate to the length of time a product version has been generally available in the market. These services are detailed in the table below:

Full support will be available for a minimum of either four (4) years from the general availability of a release or a minimum of three (3) years from the general availability of a release as set forth in the preceding link (“Committed Support”). Product specific end dates for Committed Support are published on the [obsolescence and migration pages](#) of SSO.

Upon the expiration of Committed Support for a product or product version, and for which a successor product or product version is commercially available, HP offers a minimum of a further two (2) years of limited support (“Extended Support”). Product specific end dates for Extended Support are published on the [obsolescence and migration pages](#) of SSO.

Upon the expiration of Extended Support for a product or product version, and for which a successor product or product version is commercially available, HP offers a minimum of four (4) years of self-help support with rights to new versions (RTNV) (“Self-Help Support with RTNV”). Product specific end dates for Self-Help Support with RTNV are published on the [obsolescence and migration pages](#) of SSO.

Technical Support Service	Committed Support	Extended Support	Self-Help Support with RTNV
	Min. 3 or 4 years	Min. further 2 years	Min. further 4 years
Example years	1-4	5-6	7-10
Access to public forums	√	√	√
Access to SSO	√	√	√
Right to new versions	√	√	√
Access to existing patches/hotfixes	√	√	√
Access to entitled forums	√	√	√
Raise support tickets	√	√	
Access to technical support engineers	√	√	
Creation of patches/hotfixes	√		
Creation of security fixes	√		

Note

While HP offers a Self-Help Support with RTNV support period, we strongly recommend that customers run the latest versions of our software. Continuing to run versions of software that are in the Self-Help Support period, increases customer risks such as unfixed defects, inability to access skilled support engineers, late/incompatible upgrades and potential incompatibilities with non-HP software such as obsolete operating systems and databases.

For specific products where HP determine the risks of running older software is too great, HP reserve the right to not offer, reduce the time period or remove Self-Help Support with RTNV for specified products, where this is decided it will be reflected in the support dates published on the [obsolescence and migration pages](#) of SSO.

No new enhancement requests, security patches, fixes, document changes or platform certifications will be made for product versions in Extended Support or Self-Help Support with RTNV.

For a description on how End of Support is handled for non-branded HP Software products and dependent components, refer to the [HP Software Obsolescence Policy](#).

End of support—For products that follow version based obsolescence

For HP Software products or earlier product versions not listed in the [HP Software product support duration table](#), the following, version-based policy applies:

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.

The HP Enterprise Security Products (ESP) obsolescence policy can be found within the [HP Enterprise Security Products Support Policy Guidelines document](#).

Discontinuation

For time-based end of support products, if HP discontinues a product and no successor product is commercially available under Support, HP will provide full support for a minimum of five (5) years from the product's last generally available release date.

For version-based end of support products, if HP discontinues a product and does not make another Minor Version commercially available as an Update, HP will provide full support for twenty-four (24) months from the date of the product discontinuance notice.

Full support is provided assuming that:

- (a) you have paid all applicable Support fees to date, and
- (b) you continue to pay all applicable Support fees

HP may discontinue specific Support offerings no longer generally offered by HP upon sixty (60) days' notice.

Return to support

If you allow Support to lapse, you may re-enroll only upon completing all of the following: (a) payment to HP of the annual Support fee for the renewal term, (b) payment to HP of one hundred percent (100%) of all annual Support fees that would have been paid had you not terminated Support offerings or lapsed in any applicable Support fee, (c) payment to HP of an administrative fee of fifteen percent (15%) of the total past Support fees to resume Support, if applicable, and (d) changing certain of your hardware or software to meet eligibility requirements of new versions.

Software support eligibility

“For ongoing Support eligibility, Customer must maintain the License Set at the same level of Software Support. ‘License Set’ means all (a) licenses of HP Software Products with the same part number that are part of the same deployment, and (b) technically dependent prerequisite HP Software Products that are part of the same deployment, across all of the Customer’s Support Agreement Identification (‘SAID’) numbers. Licenses for the same products that are part of the same deployment but may have different part numbers to allow for different usage rights (e.g., Site, Area, or Global licenses) or versions are also part of the same License Set.”

For avoidance of doubt, the following examples are provided (Assuming the 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	Enterprise Standard	Maintain a valid Software Support contract for all 100 licenses at Enterprise Standard level	<p>Example no. 1:</p> <ul style="list-style-type: none"> • 25 licenses at Enterprise Standard Support • 75 licenses at Enterprise Basic Support <p>Example no. 2:</p> <ul style="list-style-type: none"> • 25 licenses at Enterprise Standard Support • 75 licenses
License Set Two for Product A	200	Enterprise Basic	Maintain a valid Software Support contract for all 200 licenses at Enterprise Basic level	<p>Example no. 1:</p> <ul style="list-style-type: none"> • 50 licenses at Enterprise Basic Support • 150 licenses with no valid Software Support contract

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 with sixty (60) days prior written notice. For multiple year orders which are annually billed, (a) you may cancel your contract with no less than 60 days written notice prior to the next annual anniversary date, and (b) cancellation will be effective from such anniversary date.

HP Software Support terms

This support offering is governed by the HP Customer Terms or another agreement referenced in the quotation for Support services (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 Software IT Management, Information Management, Fortify, and Vertica product lines. Support delivery begins upon delivery of licenses.

Upgrades

Software upgrades are not a feature of Enterprise 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.

The following additional terms are hereby incorporated into this data sheet:

General

a. 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 site specifications
2. Customer's non-compliance with HP specification, statements of work or this data sheet
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
7. Abuse, negligence, accident, loss or damage in transit, fire or water damage, electrical disturbances, transportation by customer or other causes beyond the control of HP

b. Local availability

Customer may order support from HP current support offerings. Some offerings, features and coverage (and related software) may vary according to HP resources and products in your environment or 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.

c. 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 documents as a result of relocation.

d. Service providers

HP reserves the right and customer agrees to HP use of HP authorized service providers to assist in the delivery of support.

e. Modifications

Customer will allow HP, at HP request and at no additional charge, to modify software to improve operation, supportability, and reliability or to meet legal requirements.

f. 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.

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 this data sheet. If customer fails to provide such access, resulting in HP inability to provide support, HP shall be entitled to charge customer for the support call at HP 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 published service rates.

Software support

a. Eligibility

Customer may purchase available software support for HP branded software only if the customer can provide evidence that 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 to HP 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
- 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.

Talk to us about HP Software Enterprise Support

We are here to make sure you get the right level of support for your business. You will find links to further information below, but why not talk to us? We can explain your options and how your business will benefit. Please contact your HP Software Support Sales representative.

To access technical interactive support, visit: hp.com/go/software and review Key Resources and Featured Services.

The HP Software IT Experts Community is your place to network, learn, and participate via forums, events, blogs and more. To learn more, visit: hp.com/go/swcommunity.

Addendums to this data sheet

Due to the breadth of the HP Software portfolio, certain HP Software products offer additional or different HP Software Support Services. The latest list of all available addendums can be found at softwaresupport.hp.com/web/softwaresupport/software-support-offerings.

At the time of publication of this data sheet, addendums exist for HP Fortify and HP ALM products.

HP Software Services

Ordering information

HP Software Enterprise Standard Support may be ordered using service product numbers HM610A1 (upfront 1-year), HM610A3 (upfront 3-year), and HM610AC (contractual).

HP Software Enterprise Basic Support may be ordered using service product numbers HM611A1 (upfront 1-year), HM611A3 (upfront 3-year), and HM611AC (contractual).

Enterprise Priority Pool Support is an additional service feature that may be added to either HP SW Enterprise Standard or HP SW Enterprise Basic support and may be ordered using the HP SW Enterprise Priority upfront 1-year or HP SW Enterprise Priority upfront 3-year service product numbers.

Learn more at hp.com/us/en/software-solutions/customer-technical-support-services

Sign up for updates
hp.com/go/getupdated

