
HP Advanced Image Management Systems Software Support

Technical Data

HP Advanced Image Management System (HP AIMS) software support services provide the comprehensive software support solution that today's client and server environments demand. HP's software support program features a choice of three support products for your HP AIMS server and one standard service for your HP AIMS workstation. The combination of server and workstation support provides a complete support solution for your HP AIMS software. The range of HP's software support services ensures that one will meet your specific needs.

HP BasicLine for HP AIMS Servers

If you prefer a self-support service, HP BasicLine software support service for HP AIMS servers is your best choice. HP BasicLine delivers current, comprehensive support by providing electronic access to support information and the right to use updates to your HP software.

Features

- Electronic access to support and product information
- Right to use software updates for licensed software products

Benefits to You

- Obtain direct access to valuable problem-solving information
- Increase system productivity through software updates

Obtain Direct Access to Valuable Problem-solving Information

HP's software status bulletin, engineering notes, and application notes are all accessible electronically through HP SupportLine electronic support. The software status bulletin provides a complete listing of all reported software and manual defects and information for repair or workarounds. HP's recommended solutions to customers' problems have been compiled into engineering notes to help you solve problems quickly. Application notes present usage assistance and

configuration information. Regular updates to the knowledge databases provide you with current problem-solving and application information.

Increase System Productivity through Software Updates

Hewlett-Packard continuously enhances HP software products through periodic updates. Updated software includes known defect repairs and may include additional functional and performance improvements.

HP BasicLine software support includes the right to use updates for all licensed software on a single system. This ensures that your software is kept current and that you benefit from any fixes or enhancements that HP has provided.

HP Computer Museum
www.hpmuseum.net

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HP ResponseLine for HP AIMS Servers

If your support needs require complete HP AIMS software maintenance, HP ResponseLine software support service for HP AIMS servers is the appropriate service for you. HP ResponseLine provides you with unlimited telephone assistance to resolve your software problems. The HP Response Center network brings together the worldwide resources of Hewlett-Packard into a single source for your software maintenance.

Features

- Phone-in problem-solving and product-usage assistance
- Well-defined escalation management procedures for critical software problems
- Remote software diagnosis through HP's remote support
- All features of HP BasicLine for HP AIMS servers

Benefits to You

- Obtain rapid response to problems and questions
- Increase system uptime through systematic support methods

Obtain Rapid Response to Problems and Questions

HP ResponseLine software support service for HP AIMS servers offers you unlimited telephone assistance for normal software usage, clarification of documentation, and resolution of software problems for your HP AIMS software. With timely answers to your questions, you gain full advantage of the features and functions of your system.

A team of trained engineers handles each of your questions. They examine every aspect of a problem and use advanced techniques to determine the best possible solution.

HP ResponseLine service also provides guaranteed response times and coverage hours.

Increase System Uptime through Systematic Support Methods

Hewlett-Packard's escalation management procedures increase your system uptime. In the event that your software problem cannot be solved remotely by the HP Response Center, HP's well-defined escalation procedures mobilize resources necessary to resolve the problem quickly. Using advanced technology, such as remote diagnostics and worldwide problem-information databases, HP specialists isolate and analyze your software problems and then develop and implement the best solutions.

HP's Remote Diagnostics.

HP may recommend the use of a qualified diagnostic modem to provide remote assistance. Remote support increases system uptime by quickly providing valuable information to assist in the resolution of critical problems.

HP TeamLine for HP AIMS Servers

If you need personalized technical software support assistance from HP, then HP TeamLine software support service for HP AIMS servers is the best service for you.

HP TeamLine service provides you with an HP support consultant. Your HP consultant understands your business goals and knows your operating environment and applications. HP works directly with you and your people so you receive HP AIMS software assistance tailored to your specific needs.

Features

- Personalized technical assistance and services
- Proactive support planning
- All features of HP ResponseLine service for HP AIMS servers

Benefits to You

- Improve productivity through personalized assistance
- Plan for growth effectively

Improve Productivity through Personalized Assistance

Close attention to your system and its use helps you achieve maximum return on your investment. Your HP consultant combines the knowledge of your team's abilities with a detailed understanding of HP products and wide exposure to varying applications. The result is personalized assistance to help you overcome problems quickly, increase productivity, and help your people be more effective.

Your consultant leads periodic reviews to discuss your technical and support activities, demonstrate specific product capabilities, and provide advice on specific technical issues. Sessions may be conducted at your facilities, HP facilities, or by phone as mutually agreed upon. Typical topics include:

- Technical guidance and assistance on current applications
- Review of open support issues and follow-up actions

- System administration and customization guidance
- Discussion of system performance issues

If you need more frequent assistance from your HP support consultant, you may purchase additional technical reviews.

Plan for Growth Effectively

Because your HP consultant understands your business objectives and knows your operation and people, together you can plan for future growth so that system resources and trained people are in place when you need them. Your consultant can also help you identify potential problems in your operation, enabling you to take appropriate preventive measures. These planning activities take place during the review session and can include:

- Development of short- and long-term plans for utilizing your system and personnel
- Review of growth plans
- Review of personnel training needs
- Discussion of future HP product directions as they relate to your specific environment

HP BasicLine for HP AIMS Workstations

HP offers one standard software support service for HP AIMS workstations. HP BasicLine software support service for HP AIMS workstations extends the features of your HP AIMS server software support service to all HP AIMS workstations on your system. It also includes the right to use updates for licensed software products.



Specifications

See Table 1 for service specifications.

Table 1. Service and Feature Specifications

Service or Feature	Coverage Hours	Delivery Specifications
Account-assigned support consultant ¹	Monday–Friday 8 am–5 pm local time, excluding HP holidays	HP assigns a support consultant who personally ensures that all specified software support services are delivered to you.
Technical reviews ¹	Monday–Friday 8 am–5 pm local time, excluding HP holidays	Based on processor level.
Software release planning meetings ¹	Monday–Friday 7 am–9 pm local time, excluding HP holidays	Meetings are scheduled 1 month in advance at an HP office, with one session for each major new release.
Telephone access to the HP Response Center ²	Monday–Friday 7 am–9 pm EST, excluding HP holidays	Toll-free, access is unlimited for authorized callers, with immediate response for critical calls and a maximum 2-hour response for all calls.
	7 days/week 24 hours/day	Extended-hours assistance is provided on operating system and selected software products. Half-hour response is provided for critical calls and a maximum 2-hour response for all calls.
Problem escalation management ²	Monday–Friday 8 am–5 pm local time, excluding HP holidays	The HP Response Center may dispatch local support staff to assist in the resolution of arrive problems with HP software. In most cases, resources will within 1 work day if your site is within 100 miles of the nearest HP support office.
Remote support system access ²	7 days/week 24 hours/day	HP's remote support is performed only upon receipt of your authorization. May be limited on some systems.
Applications software options	Monday–Friday 7 am–9 pm EST, excluding HP holidays	Option adds two additional HP Response Center callers: an applications user and an alternate. ²
	Monday–Friday 8 am–5 pm local time, excluding HP holidays	Option provides additional technical reviews; see the specifications section. ¹
HP SupportLine electronic call submittal ²	7 days/week 8 am–9 pm EST	A submittal activates 2-hour phone response or next-day electronic written response; weekend or HP holiday submittals receive response on the next business day.
HP SupportLine electronic database access ³	7 days/week 8 am–9 pm EST	Maximum connect time per month for all authorized callers is 10 hours total.

¹ HP TeamLine software service for HP AIMS servers only

² HP TeamLine and HP ResponseLine software services for HP AIMS servers only

³ Available to all HP AIMS software support customers

Table 2. Additional Service Options

Optional Service	Coverage Hours	Delivery Specifications
Additional technical review	Monday–Friday 8 am–5 pm local time, excluding HP holidays	Service adds one additional technical review.
Additional HP Response Center caller	Normal and extended HP Response Center hours	Service allows one additional authorized caller to access the HP Response Center, with immediate response for critical calls and a maximum 2-hour response for all calls.
Software update installation	Monday–Friday 8 am–5 pm local time, excluding HP holidays	HP will install one software update at your site, scheduling the installation at least 1 week in advance as mutually agreed upon.
Off-hours software update installation	Monday–Friday 6 am–8 am or 5 pm–9 pm local time, excluding HP holidays	HP will install one software update during specified off-hours, scheduling the installation at least 1 week in advance as mutually agreed upon.

Technical Reviews. Technical reviews apply to HP TeamLine service for HP AIMS servers only. Typically 2 to 3 hours long and scheduled at least 1 week in advance, reviews may be held Monday through Friday, 8 am to 5 pm local time, excluding HP holidays. The annual number of reviews specified is determined by processor type and users as follows:

Processor Class	Annual Number of Reviews
HP 9000 systems, Series:	
870	9
850/855	7
845	6
825/832/835	5
808	4
645	5
635	4
360/370/375, 815	4
HP Vectra PC multiuser system	3

Additional reviews for application software options (all applicable processors) are specified as follows:

Application Software Options	Additional Number of Annual Reviews
Integrated PC office	1
JukeboxManager support	0
ESQL/C Upgrade support	0
HP AIMS developer support	0

Additional reviews for applications software are typically held in conjunction with the standard reviews above.

Technical reviews are intended to provide sufficient guidance and assistance to allow the user to effectively implement HP products. They are not intended to involve actual implementation by Hewlett-Packard. The level of assistance assumes you have completed appropriate HP training courses or have equivalent HP product-usage experience.

Technical reviews are intended to supply periodic assistance of short duration. They are not intended to replace other standard support products available, including installation of new software products, time and materials consulting, and formal training courses.

If the assistance you require is of longer duration or extends beyond the coverage included in HP TeamLine service for HP AIMS servers, your consultant may recommend purchase of the appropriate standard support products.

Customer Service Requirements

Software Revision Level.

HP software support services are offered for the current and immediately preceding version of software products. You must have the right to use software updates. That right is included in HP BasicLine, HP ResponseLine, and HP TeamLine software support services for HP AIMS servers. To receive copies of update media, you must order the appropriate software update materials for each operating system and software subsystem product (see Ordering Information). You may use software updates for licensed products on each system processing unit (SPU) covered by an HP AIMS software support service.

System Manager. You must designate a system manager and an alternate to act as the central interface for HP support activities; both shall be trained through completion of appropriate HP training courses or have equivalent HP experience. The extended hours caller and applications user/alternate callers must have the same qualifications as the system manager. Only the authorized callers may use the HP Response Center.

Remote Support. HP's remote support requires access to a qualified modem. You are responsible for implementing any temporary procedures requested by Hewlett-Packard to provide remote support.

HP SupportLine Modem

Access. You must have a modem in addition to the one you use for remote support to access HP SupportLine electronic support, and you are responsible for telecommunications charges.

Hardware Requirements. To access HP SupportLine electronic support, you need:

- A locally compatible modem set for 1200 or 2400 baud
- An HP-compatible ASCII character mode terminal or an HP-compatible terminal emulator

HP terminals and PCs supported by HP SupportLine are:

700/XX	2623
2382	2624
2392	2625
2393	2626
2394	2726
2397	2628
2621	2675
2622	2700

HP Vectra personal computer
HP Portable personal computer
HP Portable PLUS personal computer
HP 150 personal computer

Additional Support

Additional Service Options.
See Table 2.

HP Applications Software.

Support of HP applications software requires that the appropriate applications software options be included in HP TeamLine and HP ResponseLine services for HP AIMS servers. Each applications software option supports all software products in that family. The application families are:

- Integrated PC office
- Jukebox Manager support
- ESQL/C Upgrade support
- HP AIMS developer support

HP AIMS Developer Support

This option supports your HP AIMS developer software products only, not the development process. For additional HP AIMS assistance outside of your HP software support services, consulting is available on a time and materials basis.

Ordering Information

To order HP's software support services, contact your HP sales representative.

Software support usually is purchased for a 12-month period, billable annually in advance, or quarterly. When you order HP's software support services at the same time as a new system, you receive 15 months of coverage for the price of 12 months.

HP application software options and additional service options must be included on the original order (or renewal) for HP's software support services.

For more information, call your local HP sales office listed in your telephone directory or an HP regional office listed below for the location of your nearest sales office.

United States:

Hewlett-Packard Company
4 Choke Cherry Road
Rockville, MD 20850
(301) 670-4300

Hewlett-Packard Company
5201 Tollview Drive
Rolling Meadows, IL 60008
(708) 255-9800

Hewlett-Packard Company
5161 Lankershim Blvd.
No. Hollywood, CA 91601
(818) 505-5600

Hewlett-Packard Company
2015 South Park Place
Atlanta, GA 30339
(404) 955-1500

Canada:

Hewlett-Packard Ltd.
6877 Goreway Drive
Mississauga, Ontario L4V 1M8
(416) 678-9430

Japan:

Yokogawa-Hewlett-Packard Ltd.
15-7, Nishi Shinjuku 4 Chome
Shinjuku-ku, Tokyo 160
(03) 5371 1351

Latin America:

Hewlett-Packard
Latin American Region Headquarters
Monte Pelvoux No. 111
Lomas de Chapultepec
11000 Mexico, D.F. Mexico
(525) 202 0155

Australia/New Zealand:

Hewlett-Packard Australia Ltd.
31-41 Joseph Street
Blackburn, Victoria 3130
Melbourne, Australia
(03) 895-2895

Far East:

Hewlett-Packard Asia Ltd.
22/F Bond Centre
West Tower
89 Queensway
Central, Hong Kong
8487777

In Europe, please call your local HP sales office or representative:

Austria, COMECON-countries and Yugoslavia:
(0222) 2500 0

Belgium and Luxembourg:
(02) 761 34 00

Denmark:
(042) 81 66 40

Finland:
(0) 88 721

France:
(1) 60 77 42 52

Germany:
(06172) 16 0

Greece:
(01) 68 28 11

Iceland:
(01) 671 000

Ireland:
(353/1) 88 33 99

Italy:
(02) 92 19 91

Netherlands:
(020) 547 6669

Norway:
(02) 24 60 90

Spain:
900 123 123

Sweden:
(08) 750 20 00

Switzerland:
(057) 31 21 11 (Head Office)
(022) 780 41 11 (Suisse Romande)
(046) 05 15 05 (Customer Information Center)

United Kingdom:
(0344) 369 369

Middle East and Africa:
Geneva, Switzerland
41/22 780 7111

European Headquarters:
Hewlett-Packard S.A.
150, Route du Nant d'Avril
1217 Meyrin 2
Geneva, Switzerland
41/22 780 8111

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