HP ResponseLine.
Complete software support service.

Product Brief

For users of the
HP 3000 system.

HP ResponseLine software support service for HP 3000 computers provides comprehensive software mainten-ance. You receive unlimited telephone assistance to resolve software problems. You also receive access to HP electronic support infor-mation services, preventive software maintenance, and problem escalation manage-ment. HP Response Centres bring together the worldwide resources of Hewlett-Packard into a single network for

software maintenance.

What HP ResponseLine includes
- Phone-in problem-solving and product-usage assistance
- Electronic access to support and product information through HP SupportLine electronic support
- Proactive software maintenance through HP PowerPatch tapes
- Well-defined escalation

management procedures for critical software problems
- Remote software diagnosis through HP's remote support
- Right to use software enhancements

Benefits to you
- Obtain rapid response to problems and questions
- Reduce time locating essential information
- Improve system product-ivity with preventive software patches
- Increase system uptime through systematic support methods
- Increase system perform-ance through software improvements

Obtain rapid response to problems and questions
HP ResponseLine software support service for HP 3000 computers offers you un-limited telephone assistance for normal software usage, clarification of documen-tation, and resolution of software problems. With timely answers to your ques-tions, you gain full advantage of the features and functions of your HP software.
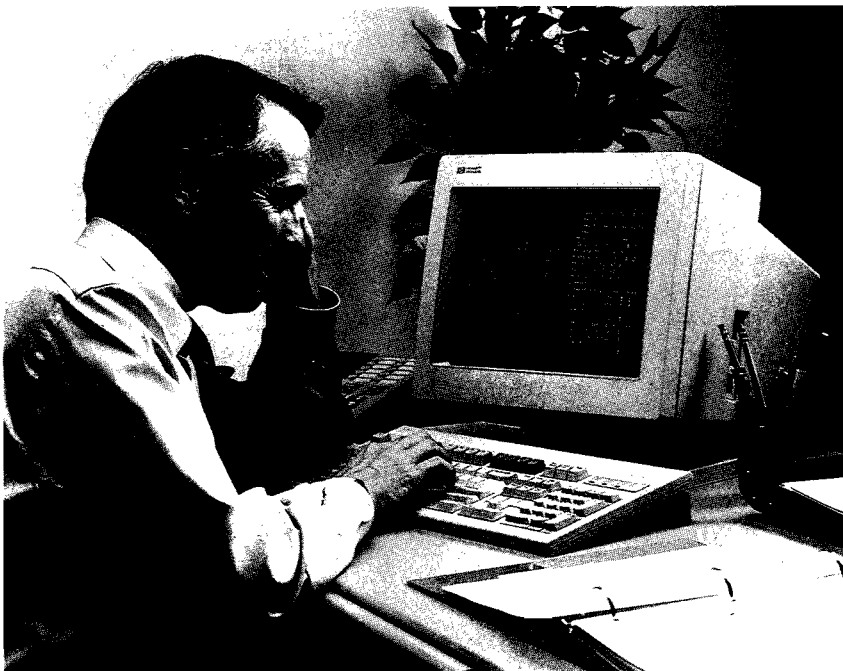
HP Computer Museum
www.hpmuseum.net

For research and education purposes only.

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 software support provides guaranteed response times and hours of coverage.

Reduce time locating essential information

In addition to telephone assistance, HP provides you with up-to-date support information through HP SupportLine electronic support. HP SupportLine gives you electronic access to valuable information such as Engineering Notes, new product announcements, and software problem fixes. Its powerful keyword search and browse capabilities make it easy for you to locate the appropriate information.

If you don't find the information that you need in using the HP SupportLine databases, you can place a call to the HP Response Centre with the electronic call submittal feature and request either a 2-hour phone response or next-day electronic written response.

Improve productivity with preventive software patches

HP Powerpatch, a preventive software maintenance service, applies known solutions to problems other customers have experienced, before they occur on your system. This preventive maintenance increases the uptime of your system by reducing the probability that you will experi-ence the same problems.

HP PowerPatch enables you to order and install software patches proactively. Therefore, you can modify your system between updates and at update time. HP Power-Patch tapes are subject to the same quality assurance testing as HP software releases.

Increase system uptime through systematic support methods

Escalation management programme. 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 Centre, HP's well-defined escalation procedure mobilises resources necessary to resolve the problem quickly. Using advanced technology such as remote diagnostics and worldwide problem information databases, HP specialists isolate and analyse your software problems and then develop and implement the best solution.

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.

Increase system performance through software improvements

HP ResponseLine software support for HP 3000 computer systems provides you with the right to use updates for all licensed software on a single system. This right allows you to install and use updates as they become available, which ensures that your software and documentation are kept current. You benefit from fixes or enhancements to HP software as they are added.

Specifications

Customer service requirements

HP ResponseLine software support service is offered for the current and immediately preceding version of software products. You must have the right to use software updates; that right is part of HP Basic-Line, HP ResponseLine, and HP TeamLine software support services. To receive copies of update media, you must order the appropriate software update materials for each operating system and software subsystem products (see ordering information).

You may use software updates for licensed products on each SPU covered by HP ResponseLine software support.

System manager. You must designate a system manager, an alternate, and an extended hours alternate (if applicable) to act as the central interface for HP support activities. The system manager and the alternate shall be trained through completion of appropriate HP training courses, or have equivalent HP experience. Extended hours callers and applications user alternate callers must have the same qualifications as the system manager. Only the authorised callers may use the HP Response Centre.

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

Table 1. Service specifications

Service	Coverage hours	Delivery specifications
Telephone access to the HP Response Centre	Monday–Friday 9am–5pm	Local rate, access is unlimited for authorised callers, with priority response for critical calls and maximum 2-hour response for all calls
	Coverage hrs subject to H W contractual status	Extended-hours assistance is provided on system and selected software products such as MPE V, MPE XL, and HP TurboIMAGE. Priority response is provided for critical calls and a maximum 2-hour response for all calls.
HP PowerPatch proactive software patch tapes	HP PowerPatch tapes may be ordered Monday–Friday 9am–5pm	HP PowerPatch tapes may be ordered as frequently as needed; delivery is within 10 business days.
HP SupportLine electronic call submittal	7 days week 9am–5pm	A submittal activates 2-hour phone response or next-day electronic written response; Submittals at the weekend, during HP holidays, or outside of normal working hours will receive a response on the next business day.
HP SupportLine electronic database access	7 days week 6am–6pm	Maximum connect time per month for all authorised callers is 6 hours total.
Problem escalation management	Monday–Friday 9am–5pm excluding HP holidays	The HP Response Centre may dispatch local support staff to assist in resolution of problems with HP software. In most cases, resources arrive within 1 work day if your site is within 100 miles of the nearest HP support office.
Remote support system access	24 hours day 7 days week Subject to H W contract coverage hours	HP's remote support is performed only upon receipt of your authorisation.
Applications software options	Monday–Friday 9am–5pm excluding HP holidays	Option adds two additional HP Response Centre callers: an applications user and an alternate.

HP SupportLine modem access. You must have a modem in addition to the one used for remote support to access HP SupportLine electronic support. You are responsible for all telecommunications charges.

Hardware requirements. To access HP SupportLine electronic support you need:

- Locally compatible modem set for 1200/2400 baud or access to Public X.25
- HP-compatible ASCII character mode terminal or an HP-compatible terminal emulator

HP terminals and PCs
supported are:

700/xx	2394	2623	2726
2382	2397	2624	2628
2392	2621	2625	2675
2393	2622	2626	2700
150	Vectra	Portable	Portable Plus

HP applications software.
Support of HP applications
software requires that the
appropriate applications
software options be included
in HP ResponseLine software
support. Each applications
software option supports all
software products in that
family:

■ Manufacturing software
■ Financial software
■ Integrated office software
■ Distribution software
■ Factory automation soft-
ware

**Additional HP
ResponseLine services**
HP TREND. If you require
assistance in monitoring your
system's resources and usage
level, HP TREND provides
you with important planning
information. HP TREND
reports indicate when
memory, CPU, or disc
throughput are potential
constraints. You can perform
better resource planning and
application sizing, making
both your system and your
users more productive.

Table 2. Additional services options

Service	Coverage hours	Delivery specifications
HP Additional Response Centre Caller option	Normal and extended HP Response Centre hours	Allows one additional authorised caller access to the HP Response Centre. Priority response for critical calls and maximum 2-hour response for all calls.
HP Software Update installation option	Monday–Friday 9am–5pm excluding HP holidays	HP will install one software update at the customer's site, scheduling the installation at least 1 week in advance, as mutually agreed upon.
HP Off-hours Software Update Installation option	24 hours day 7 days/week	HP will install one software update during specified off-hours, scheduling the installation at least 1 week in advance, as mutually agreed upon.
HP TREND – system performance analysis option	Normal HP Response Centre hours	Available monthly or quarterly; an analysis must be scheduled in advance (HP 3000 MPE V system only).

Ordering information

To order HP ResponseLine software support service for your HP 3000 computer system, contact your HP sales representative.

HP ResponseLine software support is usually purchased for a 12-month period, billable in advance, annually or quarterly. When you order HP ResponseLine software support 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 services options must be included on the original order (or renewal) for HP ResponseLine software support service.

Software update materials
HP ResponseLine software support includes the right to use software updates. To receive software updates, you need to order HP Operating System Update materials and HP Software Product Update materials for the software on your system.

As enhancements to your HP software are released, the latest revision of the software and reference manuals go direct to your system manager. Monthly you also receive a copy of HP's Software Status Bulletin (SSB), which provides the latest information about software discrepancies and temporary ways to work around them. To keep you informed of the latest software releases and products for your system, Hewlett-Packard sends you the appropriate HP Communicator newsletter periodically.

In summary, software material deliverables include:

- HP Operating System Update materials
- HP Software Product Update materials
- Reference Manual updates
- Software Status Bulletin
- HP Communicator newsletter

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