
HP System Support Service

Technical Data



HP System Support Options

Service Description

HP System Support Options enable you to purchase high-quality hardware and software support and installation and configuration services with your systems, peripherals, and software applications.

HP System Support Options, available in 1-year and 3-year increments, upgrade your warranty service, giving you the flexibility to choose the hardware response time and coverage periods that meet your service and support needs.

For products with a 1-year warranty, HP System Support Options for 1 year allow you to upgrade the hardware response time and receive software support services not included in standard warranty for the full term of the warranty period. HP System Support Options for 3 years provide the same benefits but allow you to extend your enhanced hardware response time and support services beyond the standard warranty period for a full 3 years.

When purchasing a 3-year HP System Support option on products with a 1-year warranty, match the 3-year option hardware response time to the 1-year warranty response time. This will ensure that you receive a consistent level of support beyond the warranty period.

For products with multiple-year warranties, HP System Support Options for 3 years allow you to upgrade the hardware response time and receive software support services not included in a standard 3-year warranty. HP System Support Options for 1 year offer the same benefits but the benefits are limited to the first year of the warranty period. After the first year of the warranty, the hardware response time returns to the standard warranty offering and software support services will cease unless you extend hardware and software support services through the purchase of an HP System Support Solution contract.

Software support increases the availability of your systems and applications. HP Response Center engineers work with your system managers and operators to resolve problems with HP software and supported non-HP applications. Sophisticated remote support tools enable HP to link directly to your environment and access system configuration and support information.

Benefits to You

- Increase system uptime and performance.
- Improve productivity of system managers and operators.
- Increase the return on your system investment.
- Meet your support needs cost-effectively.
- Provide timely, accurate implementation.

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Service Features

HP System Support Options provide the following features, depending on your system configuration and support selection. Not all of the features are offered with every option or supported system. Service features include:

- On-site hardware support during warranty
- Escalation management
- Flexible call submittal
- License for software updates
- Software media and documentation updates
- HP SupportLine electronic support
- Remote support (for select HP products)
- HP PowerPatch tapes (for select HP products)
- Phone-in software assistance
- Assigned account support engineer
- Assigned HP Response Center account advocate
- Patch management assistance
- Operational reviews
- System release planning seminars and assistance
- Installation of software updates
- Installation, configuration, and verification of systems and networks

Descriptions of these features are in tables 1, 2, 3, and 4 on the following pages.

Specifications

Table 1. Service Features for Options OS0, OS1, and OS5 and Options 3Y0, 3Y1, and 3Y5

Feature	Delivery Specifications
On-site hardware support during warranty <ul style="list-style-type: none">• Work to completion• Engineering improvements	<p>HP travels to your site and provides all labor, parts, and materials necessary to maintain your hardware products in good operating condition. HP diagnoses and corrects product malfunctions and failures. Replacement parts are new or equivalent to new; replaced parts become the property of HP.</p> <p>Once an HP-authorized engineer arrives at your site, the engineer continues service, uninterrupted, until your products are operational or as long as reasonable progress is being made. Work may be temporarily suspended if additional parts or resources are required, but resumes when they become available. HP installs appropriate engineering improvements on your system to ensure maximum performance and maintain compatibility with HP-supplied hardware replacement parts.</p>
24-hour hardware call submittal	<p>If you have selected a hardware service level that only provides coverage during normal business hours, you can still place an after-hours service call. The HP Response Center logs the call and notifies your local office the following business day. Outside the U.S., hours are subject to local availability.</p>
License for software updates	<p>You can use and copy updates to HP software for each system and software product covered by HP System Support Options.</p>
Software media and documentation updates	<p>HP provides one copy of media and documentation for each media and documentation product ordered with HP System Support Options. As HP releases updates to your HP software, the latest revisions of the software and reference manuals are made available to your system manager. Media types available for software and documentation updates include tape, disk, paper, electronic, and CD-ROM. When purchasing HP System Support Options for 3 years on HP 9000 workstations and servers, you must agree to accept CD-ROM as the default media type for software updates.</p>
HP SupportLine electronic support	<p>HP SupportLine provides electronic access to a database of current product and support information. HP SupportLine includes new product information, software status bulletins, engineering and application notes, and information about available software patches. Keyword search and browse capabilities make it easy to locate appropriate information. Software patches, when available for HP 9000 systems, can be downloaded to your system. HP SupportLine is available Sunday through Friday from 2:00 am to midnight, and Saturday from 2:00 am to 9:00 pm eastern time (U.S.). Outside the U.S., hours are subject to local availability.</p>
Escalation management (hardware)	<p>HP has established formal escalation procedures to solve very complex hardware problems. Local HP management coordinates problem escalation, rapidly enlisting the skills of key problem-solving experts throughout HP.</p>
Remote hardware support (for select HP products)	<p>Prior to any necessary on-site assistance, an HP engineer may initiate and perform remote diagnostics to facilitate problem resolution. By using an HP-qualified support modem to resolve problems remotely, HP can have your system up and running more quickly. HP performs remote support only upon receipt of your authorization. HP Predictive Support software is an HP proprietary remote support tool, which helps transform unplanned downtime to scheduled maintenance through early warning and prevention of potential problems.</p>



Table 2. Service Features for Options OS2, OS3, and OS6 and Options 3Y2, 3Y3, and 3Y6

Feature	Delivery Specifications
All features in table 1, plus:	
Phone-in software assistance	Remote assistance is available for software problems. Unlimited, toll-free access to the HP Response Center is provided for authorized callers. Response is immediate for critical calls and within 2 hours for all calls. Assistance is available from Monday through Friday, excluding HP holidays, during normal HP Response Center hours for all HP and select non-HP software products. After-hours support (OS61346) is available for select operating system, subsystem, and application software products. Refer to the HP SupportLine database for details of products and coverage hours.
Escalation management (software)	HP has established formal escalation procedures to solve very complex software problems. Local HP management coordinates problem escalation, rapidly enlisting the skills of key problem-solving experts throughout HP. At HP's discretion, the HP Response Center may dispatch an HP service representative to your site to assist with problem resolution. In most cases, resources arrive within 1 working day if your site is within 100 miles of the nearest HP support office.
Flexible call submittal	Authorized callers can submit software calls electronically to the HP Response Center via HP SupportLine electronic support and request a call back within 2 hours (or the next business day if after normal hours) or a written electronic response the next business day.
HP PowerPatch tapes (for select HP products)	Operating and subsystem patches are available for supported MPE V and MPE/iX releases. You can order HP PowerPatch tapes from the HP Response Center at any time, for installation with a new release or between major software updates. HP PowerPatch solutions are subjected to the same quality assurance testing as all HP software releases.

Table 3. Service Features for Option OS9 (available only in conjunction with Options OS2, OS3, or OS6 and Options 3Y2, 3Y3, or 3Y6)

Features	Delivery Specifications
Assigned account support engineer	Your assigned account support engineer (ASE) is your focal point for technical and operational issues. Your ASE coordinates on-site software support services, schedules and delivers operational reviews; schedules and plans operating system updates, schedules system release planning seminars, and helps you identify your needs for products and services, including consulting and education services. Your ASE is available during normal HP business hours, excluding HP holidays.
Assigned HP Response Center account advocate	Your assigned HP Response Center account advocate (RCAA) understands your software environment and acts as your advocate to ensure that the HP Response Center meets your remote technical support needs. Your RCAA reviews your calls placed to the HP Response Center for software assistance to help identify trends and potential problems. Your RCAA contacts you immediately if a software class problem arises and works with you to implement a solution that minimizes system disruptions. Assistance is available Monday through Friday, 8:00 am to 5:00 pm local HP Response Center time, excluding HP holidays.
Scheduled on-site operational reviews	Your ASE schedules two operational reviews per year, covering mutually agreed-upon topics. Possible topics include reviewing and advising on system management practices; exploring opportunities to better use system resources; developing transition plans for add-on hardware, software, and network products; and reviewing HP Response Center calls. Operational reviews are provided during normal HP business hours, typically at your site.
Patch management assistance	Your RCAA provides a full patch analysis twice a year on your central system as a scheduled activity. A patch analysis consists of a review of all General Release patches not currently installed on your central system and provides you with a recommended list of patches to install. Your RCAA also proactively notifies you when a new HP PowerPatch tape for supported MPE V and MPE/IX systems is released for your central system.
System release planning seminars and assistance	System release planning seminars are provided for major software releases only and are scheduled in advance at an HP office. Your ASE will reserve two seats for you at the system release planning seminars. In system release planning seminars, HP support representatives review changes to new software releases—including new features and functions, problem fixes, and performance implications; new hardware, software, and network products supported by new releases; hardware needs; and impact on system and network configurations. Your ASE can also provide ongoing planning assistance during operational reviews to help you smoothly introduce new operating system software into your computing environment.
Installation of operating system updates and add-on hardware products	An HP engineer installs one operating system update per major release on your central system. Installation is available 7 days a week, 24 hours a day, excluding HP holidays. Installation must be scheduled at least 1 week in advance at a mutually agreed-upon time, and your system manager or alternate must be present during the installation. During the software installation, additional HP hardware products are installed on your central system at no additional charge, even if the installation is outside normal HP business hours. This applies to select products purchased directly from HP and added to your HP System Support service agreement. It does not apply to hardware that is designated as customer-installable.

Table 4. Service Features for Options OS4 and OSZ

Feature

Installation, configuration, and verification of systems and networks

Delivery Specifications

Option OS4 provides installation and network configuration for products that do not include installation in the product purchase price. Option OSZ provides network configuration for products that include HP installation in the purchase price.

HP works with you to develop a complete installation schedule that outlines installation tasks and resources.

HP installs and then configures each installed component as specified. HP works with other vendors to define configuration parameters that must be jointly determined.

HP's network configuration service ensures connectivity and operational functionality up to layer 3 and layer 4 on the Open Systems Interconnect (OSI) model.

After all installation and configuration activities have been completed, HP uses standard diagnostic tests to verify that all major connections for which Option OS4 and/or Option OSZ were purchased communicate properly. HP diagnoses any operational problems and works with your staff until all connections implemented are functional.

HP provides you with configuration files and an updated network map (when networks are configured). HP will provide services at a mutually agreed-upon time. Services scheduled outside HP's normal business hours are subject to additional charges.

Hardware Service Levels

The right coverage hours and response times for your business depend upon the critical nature of your applications and the availability of alternate computing resources. With HP System Support service, you can choose from the three hardware service levels described in table 5. While these service levels meet the needs of most customers, HP also has the flexibility to individualize service for you.

Response Time

When your call is received at HP, an engineer quickly responds to gather information about the problem and begin work. If remote support is available, the engineer may access your system to run diagnostics. If on-site assistance is required, an HP engineer arrives at your location as quickly as possible within the response time specified in your agreement.

Travel Zones

If your system is within 100 miles (160 km) of a primary HP Support Responsible Office, you receive the response time you have selected as specified in table 5. Response times to locations beyond 100 miles are specified in table 6. Travel to sites located within 200 miles (320 km) of your primary HP Support Responsible Office is provided at no additional charge. If your site is more than 200 miles (320 km) from the primary HP Support Responsible Office, you will be charged for travel based on the distance to your location.

Table 5. Hardware Service Level Selection Guide

Hardware Service Level	Coverage Hours	Response Time	Environment
Priority Plus Option OS5/3Y5 OS6	24 hours a day, 7 days a week	Best response; not to exceed 4 hours	Highly critical
Priority Option OS1/3Y1 OS3/3Y3	8:00 am–9:00 pm,** Monday–Friday, excluding HP holidays	Best response; not to exceed 4 hours	Urgent
Next Day Option OS0/3Y0 OS2/3Y2	8:00 am–5:00 pm, Monday–Friday, excluding HP holidays	Next working day	Less critical

** If you request service before 5:00 pm, an HP engineer responds on site within 4 hours if necessary.

Table 6. HP's Response Time for Extended Travel

Distance from Primary HP Support Responsible Office	Response Time		
	Priority Plus	Priority	Next Day
101–200 miles (161–320 km)	8 hours	8 hours	1 additional coverage day
201–300 miles (321–480 km)	•	•	2 additional coverage days
Beyond 300 miles (480 km)	•	•	•

* Established at time of order and subject to resource availability

Eligibility

Priority Plus Support. HP computer products may be covered by the Priority Plus support service level if your HP System Support option charges for a site exceed a minimum amount. If remote support is available on your equipment, you must allow remote access to receive Priority Plus support.

Additional Information

Problems with installed HP software or updates can be submitted to the HP Response Center via telephone or through HP SupportLine electronic support, or to your local HP sales office. HP acknowledges receipt of the service request, but retains the right to determine the final disposition of all reported problems.

Service features are available for HP software; all service features may not apply to select supported non-HP software.

Ordering Information

HP System Support Options are purchased at the time of product sale or lease for a 12-month period for 1-year options and a 36-month period for 3-year options, billable in advance.

You immediately begin receiving the benefits of HP support if you order HP System Support Options when you purchase or lease a new system.

Availability of service features may vary according to local resources. To obtain further information or to order HP System Support Options, contact your HP representative.

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.

Africa/Middle East
Hewlett-Packard ISB
Rue de Veyrot 39
P.O. Box 364
CH-1217 Meyrin-Geneva
Switzerland
(22) 780 41 11

Asia Pacific
Hewlett-Packard Asia Pacific Ltd.
17-21/F Shell Tower
Times Square
1 Matheson Street, Causeway Bay
Hong Kong
(852) 599-7777

Australia/New Zealand
Hewlett-Packard Australia Ltd.
31-41 Joseph Street
Blackburn, Victoria 3130
Australia
(3) 9272-2895

Canada
Hewlett-Packard (Canada) Ltd.
5150 Spectrum Way
Mississauga, Ontario L4W 5G1
(905) 206-4725

Europe
Hewlett-Packard SA
Route du Nant-d'Avril 150
CH-1217 Meyrin-Geneva
Switzerland
(22) 780 81 11

Japan
Japan Hewlett-Packard Ltd.
3-29-21 Takaido-Higashi
Suginami-Ku, Tokyo 168
(03) 3331-6111

Latin America
Hewlett-Packard
Latin American Region Headquarters
5200 Blue Lagoon Drive, Ninth Floor
Miami, FL 33126
(305) 267-4220

United States
Hewlett-Packard Company
Service and Support Headquarters
19091 Pruneridge Avenue
Cupertino, CA 95014
(408) 447-6886

In European countries below, call the number listed for the location of your nearest HP representative.

Austria
(1) 2500 0

Belgium and Luxembourg
(02) 778 34 00

Commonwealth of Independent States (CIS)
(095) 923 5001

Czech Republic
(2) 471 73 21

Denmark
(45) 99 10 00

Finland
(0) 88 721

France
(1) 69 91 80 00

Germany
(7031) 14-0

Greece
(1) 689 6411

Hungary
(1) 252 73 00

Iceland
(1) 67 10 00

Ireland
(1) 284 46 33

Italy
(2) 92 121

Netherlands
(20) 547 69 11

Norway
(22) 73 56 00

Poland
(22) 37 50 65

Portugal
(1) 301 73 30

Slovakia
(7) 76 58 96

Spain
(1) 631 16 00

Sweden
(8) 750 20 00

Switzerland
(1) 735 71 11

Turkey
(1) 224 5925, Ext. 12

United Kingdom
(344) 360 000

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