
HP ResponseLine Software Support Service for HP 9000 Computer Systems

Technical Data



HP ResponseLine software support service for HP 9000 computer systems provides comprehensive software maintenance. You receive unlimited telephone assistance to resolve software problems. You also

receive access to HP electronic support information services. HP Response Centers bring together the worldwide resources of Hewlett-Packard into a single network for software maintenance.

Complete Software Maintenance

What HP ResponseLine Includes

- Phone-in problem-solving and product-usage assistance
- Electronic access to support and product information through HP SupportLine
- Well-defined escalation management procedures for critical software problems
- Remote software diagnosis through HP's remote support
- Right to use software enhancements

Obtain rapid response to problems and questions.



Benefits to You

- Obtain rapid response to problems and questions
- Reduce time locating essential information
- Increase system uptime through systematic support methods
- Increase system performance through software improvements

Obtain Rapid Response to Problems and Questions

HP ResponseLine software support service for HP 9000 computer systems offers you unlimited telephone assistance for normal software usage, clarification of documentation, and resolution of software problems. With timely answers to your questions, you gain full advantage of the features and functions of your HP software.

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, Hewlett-Packard 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 you need in the HP SupportLine databases, you can place a call to the HP Response Center with the electronic call submittal feature and request either a 2-hour phone response or next-day electronic written response.

Increase System Uptime through Systematic Support Methods

Escalation Management Program. 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 procedure mobilizes 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.

Hewlett-Packard 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 9000 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, ensuring that your software and documentation are kept current. You benefit from fixes or enhancements to HP software as they are added.

HP Computer Museum
www.hpmuseum.net

For research and education purposes only.

Specifications

Customer Service Requirements

Software Revision Level.

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 BasicLine, 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 product (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 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 authorized callers may use the HP Response Center.

Table 1. Service Specifications

Service	Coverage Hours	Delivery Specifications
Telephone access to the HP Response Center	During normal HP Response Center hours	Toll-free, access is unlimited for authorized callers, with immediate response for critical calls and maximum 2-hour response for all calls.
	5-7 days/week during specified hours	Provides extended-hours assistance on system and selected software products. Immediate response is provided for critical calls and a maximum 2-hour response for all calls. Subject to local availability.
HP SupportLine electronic call submittal	7 days/week during specified hours	The submittal activates 2-hour phone response or next-day electronic written response; response to weekend and HP holiday submittals on next business day. Subject to local availability.
HP SupportLine electronic database access	7 days/week during specified hours	Maximum connect time per month is 6 hours total for all authorized callers. Subject to local availability.
Problem escalation management	During normal business hours excluding HP holidays	The HP Response Center may dispatch local support staff to assist in the 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	5-7 days/week during specified hours	HP's remote support is performed only upon the receipt of your authorization. Subject to local availability.
Applications software options	During normal HP Response Center hours excluding HP holidays	Option adds two additional HP Response Center callers: an applications user and an alternate.

Remote Support Modem

Access. HP's remote support requires 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 used for remote support to access HP SupportLine electronic support. You may be subject to telecommunications charges.

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

- Locally compatible modem set for 1200 or 2400 baud
- HP-compatible ASCII character mode terminal or HP-compatible terminal emulator

HP terminals and PCs supported by HP SupportLine are:

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

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

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. The families are:

- Mechanical engineering software
- Electrical engineering-A software
- Electrical engineering-B software
- Microprocessor development software
- Factory automation software

Table 2. Additional Service Options

Service	Coverage Hours	Delivery Specifications
HP Additional Response Center Caller option	During normal and extended HP Response Center hours	Allows one additional authorized caller access to the HP Response Center. Immediate response for critical calls and maximum 2-hour response for all calls.
HP Software Update Installation option	During normal business hours 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.
HP Off-hours Software Update Installation option	7 days/week during specified hours	HP will install one software update at your site during specified off-hours, scheduling the installation at least 1 week in advance, as mutually agreed upon. Subject to local availability.

Ordering Information

To order HP ResponseLine software support service for your HP 9000 computer system, contact your HP sales representative.

HP ResponseLine software support usually is purchased for a 12-month period, billable annually in advance 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 update materials, 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 revisions of the software and reference manuals go directly 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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