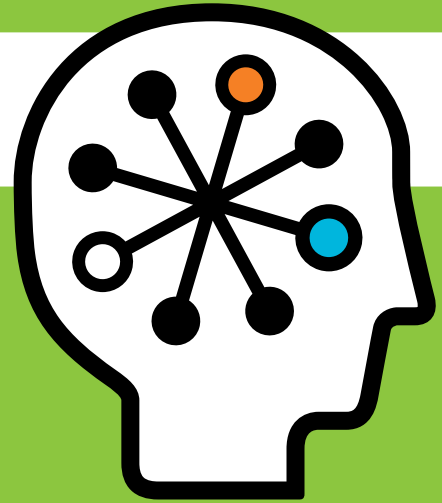# HP Proactive Essentials Service: SW Unlimited or SW Incident

HP Technology Services Contractual Services

Service overview

HP Proactive Essentials Service: SW Unlimited or SW Incident (PE) provides comprehensive software support combined with proactive services and is designed to help you make the most of your IT assets. This service covers selected distributions of Microsoft® Windows®, Linux, HP-UX, MPE, OpenVMS, and Tru64 UNIX® operating systems, and selected storage and/or storage area networks (SANs).

HP PE enables you to leverage HP best practices by providing access to the global technical resources of HP. An assigned account support manager (ASM) will serve as your primary proactive services contact within the HP support organization and can coordinate additional specialized resources if necessary. As a first step, your ASM meets with the designated members of your IT staff and develops an understanding of your IT infrastructure and goals. Subsequently, the ASM develops an account support plan for the specific IT assets that are defined to be within the scope of this service and will meet with you to discuss progress against the plan.

For your Windows and Linux operating system software, both unlimited and incident-based reactive software support are available with HP PE service. Incident-based reactive software support enables you to purchase a fixed number of calls (incidents) for use during the one-year contract term. An incident is defined as one problem submission.

For your HP-UX, MPE, OpenVMS, Tru64 UNIX operating systems, HP PE is available with unlimited reactive software support only.

For your storage and SAN devices, HP PE is available with unlimited reactive software support as well, but only if the device is eligible for software support. Please contact your local HP representative for further details.

HP PE provides two-hour remote response for software incidents, 13 hours a day, five days a week. Depending on your particular IT needs, you may optionally upgrade your reactive software support coverage window or response time. You may also add optional reactive hardware support.

In addition, HP is equipped with leading-edge remote technologies and tools to proactively monitor operations, help reduce downtime, and resolve problems faster.

Optional proactive services such as HP Education, or HP Data Center services (addressing areas such as migration, relocation, performance tuning, ITSM assessments, facility assessments and infrastructure optimization), may also be purchased to complement your HP PE service, in order to better meet the needs of your IT infrastructure requirements.

	HP Proactive Essentials Service: Unlimited SW Support	HP Proactive Essentials Service: Incident SW Support
Windows*	Yes	Yes
Linux*	Yes	Yes
HP-UX, MPE, OpenVMS, and Tru64 UNIX	Yes	No
Storage	Yes (for eligible devices) Please contact your local HP representive for further details	No
SAN	Yes (for eligible devices) Please contact your local HP representive for further details	No

*Selected distributions Please contact your local HP representative for further details

Service overview (cont)

Service benefits

Helps to make the most of your IT assets:

- Leverages skills of an assigned account support manager
- Helps improve availability with patch and firmware management

Helps to quickly solve software incidents:

- Offers formalized processes and problem diagnosis
- Provides quick access to global technical resources
- Delivers rapid response to software problems

Service Feature Highlights

Table 1. Customer support team

Core features
• Assigned Account Support Manager

Table 2. Proactive features

Core features	Optional features
• Account support plan • Support planning and activity review • Configuration review • Operational and technical advice for operating system • Operating system patch analysis and management (single server) • System health check (single server) • Storage firmware and software analysis and management (single array) • SAN firmware and software analysis and management (single switch) • HP IT Resource Center • HP Education planning assistance	• Additional operating system patch analysis and management • Additional advice and assistance • Additional hardware advice and assistance • Data Center services • Education credits

Table 3. Reactive features

Core software features	Optional features (eligible products only) Optional software support features (reactive)	Optional hardware support (reactive)

• 2-hour remote software response, 13x5
• Escalation management
• License to use software updates
• Software product and documentation updates
• Access to electronic support information and services
• Flexible call submittal
• Assistance on non-HP products
• HP recommended software and documentation update methods
	• Software response upgrade to 30-minute remote response for critical calls
	• Additional named callers
	• Software and documentation updates options
		• Remote problem diagnosis and support
		• Onsite hardware support
		• HP electronic remote support solution
		• Defective media retention
		• Call-to-repair time commitment:
		  – Upfront audit
		  – Enhanced parts inventory management

Table 4. Service-level options

Coverage window	Onsite response time for hardware support	

• Coverage window options:
  – Standard business hours, standard business days (9x5)
  – 13 hours, standard business days (13x5) (default)
  – 16 hours, standard business days (16x5)
  – Coverage extensions for additional days
	• Onsite response-time options
	  – 2-hour onsite hardware response
	  – 4-hour onsite hardware response
	  – Next-day onsite hardware response
		• Call-to-repair time commitment options:
		  – 6-hour hardware call-to-repair time
		  – Enhanced parts inventory management

Specifications

Table 1. Customer support team

Feature or service	Delivery specifications
Core features	
Customer support team	HP assigns an account support manager (ASM) to the Customer's organization. The ASM is the Customer's technical focal point for the ongoing support of the IT assets that are defined to be within the scope of this HP PE service. Together, the ASM and trained IT experts form the HP customer support team. The ASM acts as the lead for this HP team and works with the Customer to develop and review a mutually agreed-upon account support plan. Additional activities are: • Operational and technical advice and sharing of HP best • Coordination of proactive activities • Coordination of additional HP resources when specific skills are needed (such as storage, network, or HP Data Center services specialists) • Support planning and activity reviews • Operating system patch analysis and management (if operating system is part of the assets that Customer has specified to be covered under HP PE service) • Firmware analysis and recommendation for storage and SAN devices (if Storage and/or SAN device is part of the assets that Customer has specified to be covered under HP PE service) The ASM will provide required deliverables remotely, at the discretion of HP, during standard HP business hours. Support outside standard business hours is purchased separately and is subject to local availability. Please check with a local HP office for details.

Specifications

Table 2. Proactive features

Feature or service	Delivery specifications
Core features	
Account support plan	The account support plan is developed by the assigned account support manager (ASM) in collaboration with the Customer's IT staff. It describes the services HP will provide, defines roles and responsibilities, provides site-specific information, and reviews the Customer's assets covered by HP PE service. The plan is updated semi-annually during the support planning and activity reviews.
Support planning and activity review	The assigned ASM conducts semi-annual support planning and activity review sessions. During the review, the Customer and the ASM discuss the support activity, evaluate ongoing support activities, review agreed-upon metrics, and detail changes in the Customer's IT environment. This review also provides an opportunity to discuss trends and planned changes to the IT environment and operations, as well as the impact these changes will have on the Customer's support requirements. In addition, planned software updates (and, where applicable, firmware updates for storage and/or SAN) to the Customer's environment will be discussed.
Configuration review	To assist with incident resolution, the Customer will provide inventory, configuration, and topology information, including hardware and software configurations and firmware revision levels. The ASM will review the configuration data with the Customer via teleconference within 30 days of the start of the contract period to establish a configuration baseline, which will be used to develop configuration recommendations. These recommendations will be discussed in conjunction with the semi-annual support planning and activity review.
Operational and technical advice for operating system	This feature is available if the Customer's operating system is defined to be part of the assets covered under the HP PE service. The ASM builds a working relationship with the Customer, helping to align the Customer's IT goals and resources, and enhancing the capabilities of the Customer's IT infrastructure. The ASM's recommendations, which are focused on the Customer's ongoing operations, can help minimize risk through change management assistance.
Operating system patch analysis and management (single server)	This activity is performed if the Customer's OS is defined to be part of the assets covered under this service. Annually, for selected OSs on a single designated server or on a single partition, HP reviews all the patches released since the previous patch analysis with the Customer and makes recommendations applicable to the IT assets covered under the account support plan. For HP-UX proprietary OSs, HP provides a customized bundle and report of the recommended patches for Customer installation. For Tru64 UNIX and OpenVMS OSs, HP provides a customized report of the recommended patches for Customer installation. For MPE proprietary OSs, HP will provide the latest Power Patch Bundle of the recommended patches for Customer installation. For Microsoft OSs, HP delivers a written Microsoft Service Pack Briefing, which addresses the features of the latest Microsoft OS and server application service packs. HP also provides monthly notification on Microsoft Security Releases and quarterly notification on HP-Microsoft Supported Products, applicable to servers outlined in the Customer's account support plan. For the Linux OS, HP reviews Linux patch notifications from Linux suppliers and provides recommendations of patches that are applicable to the Customer's environment based on Red Hat and SUSE Linux versions, for Customer installation. If requested by the Customer, HP will provide basic information and telephone assistance to enable the Customer to install the patches. The Customer must register to use the HP IT Resource Center (ITRC) in order to obtain software product information and download HP software patches. Additional patch analysis may be ordered to increase patch analysis frequency or extend analysis to other operating systems.

Specifications

Table 2. Proactive features *continued*

Feature or service	Delivery specifications
Core features	
System health check (single server)	This activity is performed if the Customer's operating system is defined to be part of the assets covered under the HP PE service. Annually, HP uses diagnostic tools to assess the computing environment for a single operating system on a single physical server or partition*. A series of diagnostic tests will be performed to compare the Customer's computing environment to accepted system management practices. HP then provides a report that details the findings, highlighting the conditions that require resolution or investigation, and recommends a suitable course of action. (*) Additional instances of System health check are available (as an option) to evaluate each additional server or operating system in your HP PE Service scope. The Customer's account support manager can provide further assistance based on the Customer's needs.
Storage firmware and software analysis and management (single array)	This activity is performed if the Customer's storage array is defined to be part of the assets covered under the HP PE service. For a single designated storage array, HP monitors all general revision updates on a semi-annual basis. HP will perform an analysis of the Customer's storage array and potential software and device firmware updates. HP will provide recommendation and upgrade assistance for applicable software and firmware revisions. Basic support for the installation of these updates is provided via telephone.
SAN firmware and software analysis and management (single switch)	This activity is performed if the Customer's SAN switch is defined to be part of the assets covered under the HP PE service. For a single designated SAN switch, HP monitors all general revision updates on a semi-annual basis. HP will perform an analysis of the Customer's SAN device and potential software and device firmware updates. HP will provide recommendation and upgrade assistance for applicable software and firmware revisions. Basic support for the installation of these updates is provided via telephone.
HP IT Resource Center	HP provides a comprehensive online resource for instant, customized knowledge, tools, and service. This one-stop IT site offers self-solve tools; personalized, reliable assistance; new online training and forums; and instant access to the most comprehensive multivendor, multiplatform IT content available. This site may be accessed on the Web at www.itrc.hp.com.
HP Education planning assistance	The Customer receives customized course recommendations designed to improve the IT staff's technical and process knowledge. The ASM can provide assistance in contacting the HP Customer Education Center. The Customer may access training curricula and detailed course descriptions on HP's education services web site at http://www.hp.com/learn
Optional features	
Additional operating system patch analysis and management	This feature is available if the Customer's operating system is defined to be covered under the HP PE service. If the Customer's IT environment includes multiple versions of an operating system, additional operating system patch analysis and management should be performed on each version. This option provides one occurrence of additional operating system patch analysis and management for one operating system.
Additional advice and assistance	Customers who require additional proactive help may purchase additional advice and assistance to be performed by the ASM. Topics addressed may be either technical or operational. The ASM will assist in determining these activities based on the Customer's needs. Additional agreed-upon services are provided during standard HP business hours unless after-hours assistance has been purchased.
Additional hardware advice and assistance	If hardware support is optionally added, additional proactive, customized hardware assistance is available for purchase. Additional agreed-upon services are provided during standard HP business hours unless after-hours assistance has been purchased.
Data Center services	HP Data Center services are an essential part of how HP helps the Customer keep IT systems performing to expectations. HP Data Center services help improve the Customer's ability to manage IT configurations and operational practices in order to deliver the stability, performance, and security required. Possible service topics are: migration, relocation, performance tuning, risk assessments, energy efficiency services and infrastructure optimization. HP Data Center services can help the Customer avoid hiring specialized full-time staff to meet operational and expertise gaps by providing specific services that can be purchased to meet specific objectives. The Customer's account support manager can assist in determining these activities based on the Customer's needs. See Table 6 for more detailed information.
Education credits	The Customer may purchase credits for HP Education to allow staff members to expand and strengthen their technical and process knowledge.

HP Technology Services are governed by the applicable HP terms and conditions of service provided or indicated to customer at the time of purchase.

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Specifications

Table 3. Reactive features

Feature or service	Delivery specifications
Core software features	
Software support	Once a software problem is logged, an HP Solution Center engineer will respond to the call within two hours. Calls received and answered outside this service coverage window will be logged the next day for which the Customer has a service coverage window (may vary by geographic location). HP provides corrective support to resolve identifiable and customer-reproducible software product problems. HP also provides support to help the Customer identify problems that are difficult to reproduce. In addition, the Customer receives assistance in troubleshooting problems and determining configuration parameters for supported configurations.
Coverage window	The basic coverage window for this service is between 8:00 a.m. and 9:00 p.m. local time, Monday through Friday excluding HP holidays. Calls received outside this window will be logged the next day for which the Customer has a coverage window. For additional optional coverage windows, refer to Table 4, "Service-level options." All coverage windows are subject to local availability. Check with the local office for detailed coverage hours.
Escalation management	HP has established formal escalation procedures to facilitate the resolution of complex problems. Local HP management coordinates problem escalation, enlisting the skills of appropriate HP resources and/or selected third parties to assist with problem-solving.
License to use software updates	The Customer receives the license to use software updates to HP or HP-supported third-party software for each system, socket, processor, processor core, or end-user software license covered by this service, as allowed by the original HP or original manufacturer software license terms. The license terms shall be as described in the HP software licensing terms corresponding to the Customer's prerequisite underlying software license, or in accordance with the current licensing terms of the third-party software manufacturer, if applicable, including any additional software licensing terms that may accompany such software updates provided under this service.
Software product and documentation updates	As HP releases updates to HP software, the latest revisions of the software and reference manuals are made available to the Customer. For selected third-party software, HP will provide software updates as such updates are made available from the third party, or HP may provide instructions on how to obtain any software updates directly from the third party. A license key or access code, or instructions for obtaining a license key or access code, will also be provided to the Customer when required to download, install, or run the latest software revision. For most HP software and selected HP-supported third-party software, updates will be made available through an HP software download facility such as Software Update Manager (SUM). SUM allows the Customer to download updates, order physical media (where available), view order status and history, and receive software update notifications via e-mail. SUM helps the Customer proactively manage and plan for software updates. For other HP-supported third-party software, the Customer may be required to download updates directly from the vendor's Web site. For certain products, HP will automatically deliver the software and documentation updates to the Customer on physical media as soon as new revisions are made available.
Access to electronic support information and services	As part of this service, HP provides access to certain commercially available electronic and Web-based tools. The Customer has access to: • Certain capabilities made available to registered users, such as downloading selected HP software and firmware patches, subscribing to hardware-related proactive service notifications, and participating in support forums for solving problems and sharing best practices with other registered users. • Expanded Web-based searches of technical support documents, to facilitate faster problem-solving • A Web-based tool for submitting questions directly to the HP Solution Center. The tool helps to resolve problems quickly with a pre-qualification process that routes the support or service request to the engineer qualified to answer the question. The tool also allows the status of each support or service request submitted to be viewed, including cases submitted by telephone. • ''HP Live'' functionality for communicating directly with an online HP support engineer during standard coverage hours, 8:00 a.m. to 5:00 p.m. local time, Monday through Friday excluding HP holidays. Through sharing browser content, the HP support engineer will help navigate to the appropriate online content that may help resolve the problem. This real-time online help can be accessed via the ''HP Live'' button on selected Web pages. • Searches of HP or third-party hosted knowledge databases for certain third-party products in order to retrieve product information, find answers to support questions, participate in support forums, and download software patches.
HP recommended software and documentation updates method	For HP or HP-supported third-party software and documentation updates, the recommended delivery method will be determined by HP. Delivery of software and documentation updates may be via download from an HP hosted or third-party hosted Web site or delivered on physical media (typically CD or DVD).
Flexible call submittal	Problems with covered HP hardware, HP software, or HP software updates can be reported to the HP Solution Center via telephone, Internet, e-mail, or fax, where locally available. HP will acknowledge receipt of the service request but retains the right to determine the final resolution of all reported problems. Based on Customer preferences, responses may be delivered via telephone, Internet, e-mail, or fax, where locally available. Onsite response times for hardware service requests submitted electronically may vary.
Assistance on non-HP products	If, during the course of problem resolution on supported products, it is determined that the problem lies with another vendor's product, HP will assist the Customer in forwarding the problem to that vendor, provided that the Customer has an appropriate support agreement with the other vendor.

Specifications

Table 3. Reactive features *continued*

Feature or service	Delivery specifications
Optional features (eligible products only)	
Optional software support features (reactive)	
Software response upgrade to 30-minute response for critical calls	This upgrade provides 30-minute callback for critical software service requests. This option is available for all coverage windows.
Additional named callers	Support for three named Customer callers is included with this service. The Customer can optionally purchase support for additional callers.
Software and documentation updates options	The Customer may decline the delivery or notification of new software updates when the Customer already has delivery or notification of new software updates provided through an existing Support Agreement. For certain products, the Customer may choose to have software and documentation updates delivered on physical media (typically CD or DVD). If the media type selected is not available the updates will be delivered using the HP recommended software and documentation updates method.
Optional hardware support features (reactive)	
Onsite hardware support	• For technical hardware issues that cannot, in HP's judgment, be resolved remotely, an HP authorized representative will provide onsite technical support on covered hardware products to return them to operating condition. For certain printers, PCs, ProLiant servers, Intel® Pentium® and Xeon® processor-based servers, and networking and storage products, HP may, at its sole discretion, elect to replace such products in lieu of repairing them. Replacement products are new or functionally equivalent to new in performance. Replaced products become the property of HP. • In addition, HP may install available engineering improvements to help the Customer ensure proper operation of the hardware products and maintain compatibility with HP-supplied hardware replacement parts. At its sole discretion, HP may install any firmware updates that, in the opinion of HP, are required to return the covered product to operating condition or to maintain supportability by HP.
Remote problem diagnosis and support	Once the Customer has placed a service request via a designated HP support telephone number, HP will work with the Customer during the coverage window to isolate the hardware problem and to remotely troubleshoot, remedy, and resolve the problem with the Customer. Prior to any onsite assistance, HP may initiate and perform remote diagnostics using electronic remote support tools (where available) to access covered products, or HP may use other means available to facilitate remote problem resolution. Where necessary, onsite assistance will be provided by an authorized HP representative. Regardless of the Customer's coverage window, problems with covered hardware can be reported to the HP Solution Center via telephone or electronically, as locally available, 24 hours a day, 7 days a week. HP will acknowledge the receipt of the service request and notify the local HP field office at the next coverage window. HP retains the right to determine the final resolution of all reported problems. Onsite response times or call-to-repair times, as applicable, for service requests submitted electronically or outside of the coverage window may vary.
Parts and materials	HP will provide HP-supported parts and materials necessary to maintain the covered hardware product in operating condition, including parts and materials for available and recommended engineering improvements. Replacement parts are new or functionally equivalent to new in performance. Replaced parts become the property of HP.
Work to completion	Once an HP authorized representative arrives at the Customer's site, the representative will continue to deliver the service, either onsite or remotely, at the discretion of HP, until the 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 work will resume when they become available. Work to completion may not apply to onsite support provided for desktop, mobile, and consumer products. With scheduled onsite response, work will resume on the next day for which the Customer has a service coverage window (may vary by geographic location).
HP electronic remote support solution	The electronic remote support solution provides robust troubleshooting and repair capabilities and can include remote system access solutions and may offer a convenient central point of administration and an enterprise view of open incidents and history. An HP engineer will only use the remote system access with the customer's authorization. The remote system access may enable the HP support engineer to provide more efficient troubleshooting and faster problem resolution.
Defective media retention	For eligible products, this service feature option allows the Customer to retain defective hard disk drive components that the Customer does not want to relinquish due to sensitive data contained within the disk (''Disk Drive'') covered under this service. All Disk Drives on a covered system must participate in the defective media retention. Notwithstanding anything to the contrary in this document or the HP Support terms, HP waives the right to take possession and title of a defective Disk Drive covered by the defective media retention service feature option in the event a replacement product is delivered by HP to the Customer. The Customer will retain all defective Disk Drives supported by HP under the HP support agreement. Please contact your local HP representative for further details on eligible products.

Specifications

Table 3. Reactive features *continued*

Feature or service	Delivery specifications
Optional hardware support features (reactive) continued	
Call-to-repair time commitment	A call-to-repair time commitment may be selected for eligible products, Please contact your local HP representative for further details, in lieu of an onsite response time. For critical problems with covered hardware that cannot be quickly resolved remotely, HP will use commercially reasonable efforts to return the covered hardware to operating condition within a specified time period of the initial service request to the HP Solution Center. Please contact your local HP representative for further details on eligible products. Call-to-repair time refers to the period of time that begins when the initial service request is logged at the HP Solution Center and ends with HP's determination that the hardware is repaired. Call-to-repair times are measured during the coverage window only and may be carried over to the next day for which there exists a coverage window. Call-to-repair time options available for eligible products are specified in the service-level options table. All call-to-repair times are subject to local availability. Contact a local HP sales office for detailed information on availability. Repair is considered complete upon HP verification that the hardware malfunction has been corrected or that the hardware has been replaced or, for eligible storage products, that access to the Customer's data has been restored. Verification by HP may be accomplished by the completion of a power-on self-test, standalone diagnostic, or visual verification of proper operation. At its sole discretion, HP will determine the level of testing necessary to verify that the hardware is repaired. At its sole discretion, HP may temporarily or permanently replace the product in order to meet the repair time commitment. Replacement products are new or equivalent to new in performance. Replaced products become the property of HP. It will take 30 days from the time this service is purchased to set up and perform necessary audits and processes before the hardware call-to-repair time commitment is in effect. During this initial 30-day period and for up to 5 additional business days after the audit is completed, HP will provide a 4-hour onsite response time.
Upfront audit	HP, at its sole discretion, may require an audit on the covered device. If such an audit is required, an HP authorized representative will contact the Customer, and the Customer will agree to arrange for an audit to be performed within the initial 30-day timeframe. During the audit, key system configuration information is collected and an inventory of the covered products is performed. The information gathered in the audit allows an HP resolution engineer to survey and troubleshoot possible future hardware problems and complete the repair as quickly and efficiently as possible. At the sole discretion of HP, the audit may be performed onsite, via remote system access, via remote audit tools, or over the phone. If an audit is required by HP, the hardware call-to-repair time commitment will not take effect until five business days after the audit has been completed. In addition, HP reserves the right to downgrade service to a response time commitment or cancel the service contract if critical audit suggestions are not followed or the audit is not performed within the specified timeframe.
Enhanced parts inventory management	To support HP call-to-repair time commitments, an inventory of critical replacement parts is maintained for call-to-repair Customers. This inventory is stored at an HP-designated facility. These parts are managed to allow for increased inventory availability and are accessible to HP support engineers responding to eligible service requests.

Specifications

Table 4. Service-level options

Service-level option	Delivery specifications
Service-level options availability	Not all service-level options are available on all products. The service-level options the Customer has chosen will be specified in the Customer's contract documentation.
Coverage window	The coverage window specifies the time during which the described services are delivered onsite or remotely. Service requests received outside this coverage window will be logged the next day for which there exists a coverage window. Coverage window options available for eligible products are specified in the service-level options table. All coverage windows are subject to local availability. Contact a local HP sales office for detailed information on service availability.
Coverage window options	
Standard business hours, standard business days (9x5)	Service is available 9 hours per day between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HP holidays.
13 hours, standard business days (13x5)	Service is available 13 hours per day between 8:00 a.m. and 9:00 p.m. local time, Monday through Friday excluding HP holidays.
16 hours, standard business days (16x5)	Service is available 16 hours per day between 8:00 a.m. and 12:00 a.m. local time, Monday through Friday excluding HP holidays.
Coverage extensions for additional days	The coverage window is extended by applying the selected coverage hours to additional days of the week, including the following: • Saturdays, excluding HP holidays • Sundays (requires Saturday and holiday coverage) • HP holidays, should these fall on a weekday that would otherwise be included in the selected coverage window
Onsite response time for hardware support	Onsite response time specifies the period of time that begins when the initial service request is received and logged with HP and ends when the HP authorized representative arrives at the Customer's site, if this time falls within the specified coverage window. Response times are measured during the coverage window only and may be carried over to the next day for which there exists a coverage window. Response time options available for eligible products are specified in the service-level options table. All response times are subject to local availability. Contact a local HP sales office for detailed information on service availability.

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Table 4. Service-level options *continued*

Service-level option	Delivery specifications
Onsite hardware response-time options	
2-hour onsite hardware response	An HP authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service within 2 hours after the service request has been logged.
4-hour onsite hardware response	An HP authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service within 4 hours after the service request has been logged.
Next-day onsite hardware response	An HP authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service the next coverage day after the service request has been logged.
Travel zones—onsite hardware response	All response times apply only to sites located within 25 miles (40 km) of an HP designated support hub. Travel to sites located within 200 miles (320 km) of an HP designated support hub is provided at no additional charge. If the site is located more than 200 miles (320 km) from the HP designated support hub, there will be an additional travel charge. Travel zones and charges may vary in some geographic locations. Response times to sites located more than 25 miles (40 km) from an HP designated support hub will have the modified response times for extended travel, as noted in the table below:

Distance from HP designated support hub	2-hour onsite hardware response time	4-hour onsite hardware response time	Next-day onsite hardware response time
0–25 miles (0–40 km)	**2 hours**	**4 hours**	**Next coverage day**
26–50 miles (41–80 km)	**Established at time of order and subject to availability**	**4 hours**	**Next coverage day**
51–100 miles (81–160 km)	**Not available**	**4 hours**	**Next coverage day**
101–200 miles (161–320 km)	**Not available**	**8 hours**	**1 additional coverage day**
201–300 miles (321–480 km)	**Not available**	**Established at time of order and subject to resource availability**	**2 additional coverage days**
Beyond 300 miles (480 km)	**Not available**	**Established at time of order and subject to resource availability**	**Established at time of order and subject to resource availability**

Service-level option	Delivery specifications
Hardware Call-to-repair time commitment options	
6-hour hardware call-to-repair time	For critical problems with covered hardware, HP will use commercially reasonable efforts to return the covered hardware to operating condition within 6 hours of the initial service request to the HP Solution Center, if this time falls within the coverage window.
Travel zones—call-to-repair time commitment (hardware)	A call-to-repair time commitment is available for sites located within 50 miles (80 km) of an HP designated support hub. For sites that are located within 51 to 100 miles (81 to 160 km) of an HP designated support hub, an adjusted hardware call-to-repair time commitment applies, as shown in the table below. Travel zones may vary in some geographic locations. Please note that the call-to-repair time commitment is not available for sites located more than 100 miles (160 km) from an HP designated support hub.

Distance from HP designated support hub	Response time	6-hour hardware call-to-repair
0–50 miles (0–80 km)	**Immediate dispatch**	**6 hours**
51–100 miles (81–160 km)	**Immediate dispatch**	**8 hours**
Beyond 100 miles (beyond 160 km)	**Not available**	**Not available**

Specifications

Table 5. Enabling technologies and tools

	Description
Enabling technologies and tools	To support HP PE Service customers, HP uses a suite of technologies and tools that simplify the management of highly diverse IT environments by providing remote monitoring, configuration analysis (or tracking), availability assessments, and comprehensive reporting. HP's remote support technologies integrate management of multiple servers, operating systems, and networking and storage devices.
	This suite of remote support technologies provides a wide range of proactive capabilities, including continuous event monitoring, automatic collection of configuration and topology data, and automated notification of potential problems. Taken together, these capabilities help Customers improve system uptime, turn unscheduled events into scheduled maintenance, and receive faster incident resolution when incidents do occur.
	They also assist HP's support engineers in providing faster problem resolution. This is accomplished using remote troubleshooting and diagnostic tools, as well as the tool's capabilities to provide specific details of the Customer's configuration, identify configuration changes, and systematically analyze the Customer's configurations against HP standard best practices.
	Recognizing that any remote support solution must provide complete security for the Customer's IT environment, these remote support technologies comply with industry-standard security tools and practices. HP's rigorous security architecture provides both data integrity and transaction security, through a multilevel, layered structure that uses encryption, authentication, and industry-standard security protocols and has HP best practices integrated at the physical, network, application, and operational levels.
	Customers are responsible for maintaining the contact details configured in the remote support solution that HP will use in responding to a device failure.

Specifications

Table 6. Optional HP Data Center services

	Description
HP Data Center services	HP Data Center services address the Customer's need to maintain efficiency, cost-effectiveness, and quality within the data center environment. These services are designed to help plan, design, integrate, operate, and evolve the Customer's computing environment by filling resource gaps and providing specialized expertise whenever it is required. These services help improve the Customer's ability to proactively manage configurations and operational practices in order to deliver required levels of stability, performance, availability, and security. HP specialists can help with migration, project management, relocation, risk assessments, energy efficiency services, and infrastructure optimization assessments.
	The account support manager can help determine how these services can be tailored to fit the Customer's needs. Consult an HP representative for a comprehensive list of available services.

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Service limitations

Services provided within the scope of one support contract are restricted to the IT environment under the direct day-to-day management of one IT manager, in one country. Unless otherwise specified or arranged, proactive and consultative services are performed during standard HP business hours.

The assigned account support manager will provide required deliverables remotely, at the discretion of HP.

Support outside standard HP business hours is purchased separately and is subject to local availability.

HP PE is a modular service. The delivery of specific features is dependent on purchase of the appropriate HP PE technology module. For example, for each unique version of operating system (Windows, Linux, HP-UX, MPE, OpenVMS, and Tru64 UNIX), and for each storage array and SAN switch that the Customer identifies, the appropriate HP PE technology service module should be purchased along with the appropriate level of reactive software support and updates (as available).

This service is available for selected distributions of Windows, Linux, HP-UX, MPE, OpenVMS, Tru64 UNIX, storage devices, and SAN switches only. Check with an HP sales office for specific local availability.

Storage and SAN devices eligible for this service are not limited to those attached to Windows, Linux, HP-UX, MPE, OpenVMS, and Tru64 UNIX systems, but may also include those attached to Sun Solaris, IBM AIX, and other systems as supported by each specific storage product.

Availability of service features and service levels may vary according to local resources and may be restricted to eligible products and geographic locations.

Software support

Software technical support (unlimited service) must be purchased for each system and/or device that is covered under HP PE service, unless the Customer is purchasing incident-based software reactive support. See "Ordering information" for more details on incident-based software reactive support.

Software updates are not required for all storage and SAN devices. Please consult with your HP sales representative for specific device information.

Software updates are not available for all software products. Upon the Customer's request, HP will provide the Customer with a list of software products that currently do not include software updates. When this service feature is not available, it will not be included in this service. This service must be purchased for each computer system in the Customer's environment that will require support.

For some products, software updates include only minor improved features. New software versions must be purchased separately. Upon the Customer's request, HP will provide the Customer with a list of software product families where entitlement to receive and use new versions of software is not included in this service.

For the Customer with multiple systems at the same location, HP may limit the number of physical media sets containing software product and documentation updates provided as part of this service.

Hardware onsite support (when optionally added)

At the discretion of HP, service will be provided using a combination of remote diagnosis and support, service delivered at the HP-designated repair center, and other service delivery methods. Other service delivery methods may include the shipment of customer-replaceable parts, such as a keyboard, mouse, other parts classified as Customer Self Repair Parts, or an entire replacement unit. HP will determine the appropriate delivery method required to provide effective and timely Customer support.

An onsite response time will not apply if the service can be delivered using remote diagnosis, remote support, or other service delivery methods described above.

HP retains the right to determine the final resolution of all reported problems. Response times or Call-to-repair times, as applicable, for service requests submitted electronically, or outside the coverage window, may vary.

The hardware support coverage window will be at the same level as the software support coverage window.

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Services such as the following are excluded:

- Backup and recovery of the operating system, other software, and data

- Operational testing of applications, or additional tests requested or required by the Customer

- Troubleshooting for interconnectivity or compatibility problems

- Support for network-related problems

- Services required due to failure of the Customer to incorporate any system fix, repair, patch, or modification provided to the Customer by HP

- Services required due to failure of the Customer to take avoidance action previously advised by HP

- Services that, in the opinion of HP, are required due to unauthorized attempts by non-HP personnel to install, repair, maintain, or modify hardware, firmware, or software

Hardware call-to-repair time commitment (when optionally added)

In the event that only a customer-replaceable part is required to return the hardware to good operating condition, the repair time commitment shall not apply.

If the Customer requests scheduled service, the repair timeframe begins from the agreed-upon scheduled time.

The following are excluded from the hardware call-to-repair time commitment (if applicable):

- Time for disk mechanism rebuild or sparing procedures

- Situations where a logical unit number (LUN) may be blocked to preserve data integrity

- Any restoration or recovery of compromised data

- Any period of non-availability not directly caused by the hardware fault

A call-to-repair time commitment does not apply when the Customer chooses to have HP prolong root cause analysis rather than execute recommended server recovery procedures.

HP reserves the right to modify the call-to-repair time commitment as it applies to the Customer's specific product configuration, location, and environment. This is established at the time of support agreement order and is subject to resource availability.

The hardware repair time commitment may vary for specific products.

Limitations to the defective media retention service feature option

The defective media retention service feature option applies only to Disk Drives diagnosed by HP as defective during the remote problem diagnosis. It does not apply to any exchange of Disk Drives that have not failed.

Failure rates on hard drives are constantly monitored, and HP reserves the right to cancel this service with 30 days' notice if HP reasonably believes that the Customer is overusing the defective media retention service feature option (such as when replacement of defective hard drives materially exceeds the standard failure rates for the system involved).

HP SHALL HAVE NO OBLIGATION WHATSOEVER WITH RESPECT TO THE CONTENTS OF OR THE DESTRUCTION OF ANY DISK DRIVE RETAINED BY THE CUSTOMER. NOTWITHSTANDING ANYTHING IN THE HP TERMS FOR SUPPORT OR THE TECHNICAL DATA SHEET TO THE CONTRARY, IN NO EVENT WILL HP OR ITS AFFILIATES, SUBCONTRACTORS, OR SUPPLIERS BE LIABLE FOR ANY INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES OR DAMAGES FOR LOSS OF OR MISUSE OF DATA UNDER THIS DEFECTIVE MEDIA RETENTION SERVICE.

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Service prerequisites

To be eligible to purchase this service, the Customer must be properly licensed to use the revision of the software product that is current at the beginning of the Support Agreement period; otherwise, an additional charge may be applied to bring the Customer into service eligibility.

For hardware support onsite response time or call-to-repair time commitment, when optionally added, an upfront audit may be required by HP, as described in Table 3. The hardware support onsite response time or call-to-repair time commitment will not take effect until 5 business days after the audit has been completed. Until such time, service will be delivered at a 4-hour onsite response time service level for the covered hardware.

For the upfront audit, the Customer will notify HP of any configuration changes. The audit will be updated periodically throughout the contract period. The audit will be reviewed with the Customer during the support planning and activity review meetings.

The hardware call-to-repair time commitments require that all applicable devices covered by the service agreement must receive required operating system patch analysis and management, unless they are replicated versions of devices covered by this agreement that already receive the required patch analysis and management.

For hardware onsite response time options HP strongly recommends, and for call-to-repair time commitments HP requires, the installation and operation of the appropriate HP remote support solution with a secure connection to HP, in order to enable the delivery of the service and options. Please contact a local HP representative for further details on requirements, specifications, and exclusions. If the appropriate remote support solution is not deployed, HP may not be able to provide the service as defined.

System health check diagnostic tools use the HP Remote Support Pack or the standalone System health check service, both of which utilize a secure transport to the HP data center to analyze and generate the System health check Assessment reports. Please contact a local HP representative for further details on requirements, specifications, and exclusions.

Customer responsibilities

The Customer will:

• Assign a designated person from the Customer's staff who, on behalf of the Customer, will grant all approvals, provide information, and otherwise be available to assist HP in facilitating the delivery of this service

• Be responsible for all data backup and restore operations

The Customer will identify a focal point and an internal Customer team to work collaboratively with the HP customer support team in the development, implementation, and ongoing review of the account support plan.

Software support

The Customer is responsible for installing, in a timely manner, critical customer-installable firmware updates, as well as Customer Self Repair parts and replacement products delivered to the Customer.

• Be responsible for registering to use an HP or third-party hosted electronic facility in order to obtain software product information, download software patches, or download new software product revisions

• Retain, and provide to HP upon request, all original software licenses, license agreements, license keys, and subscription service registration information, as applicable for this service

• Take responsibility for acting upon any hard-copy or e-mail notification the Customer may receive in order to download the software update or to request the new software update on media, where this option is available

Use all software products in accordance with current HP software licensing terms corresponding to the Customer's prerequisite underlying software license or in accordance with the current licensing terms of the third-party software manufacturer, if applicable, including any additional software licensing terms that may accompany the actual software update provided under this service.

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Hardware onsite support (when optionally added)

At the sole discretion of HP, service levels with an onsite response time of 4 hours may require installation of remote connectivity tools and equipment. If remote support is available and required on the covered product, the Customer must provide and allow HP remote access in order to receive an onsite response time of 4 hours.

Upon HP request, the Customer will be required to support HP's remote problem resolution efforts. The Customer will:

• Start self-tests and install and run other diagnostic tools and programs

• Install customer-installable firmware updates and patches

• Provide all information necessary for HP to deliver timely and professional remote support and to enable HP to determine the level of support eligibility

• Perform other reasonable activities to help HP identify or resolve problems, as requested by HP

Hardware call-to-repair commitment (when optionally added)

At the sole discretion of HP, the call-to-repair time commitment may require remote system connectivity and/or proprietary service tools and equipment and is subject to the Customer providing immediate and unrestricted access to the system, as requested by HP. The call-to-repair time commitment does not apply when system access, including physical, remote troubleshooting, and hardware diagnostic assessments, is delayed or denied. If the Customer requests scheduled service, the call-to-repair time period begins at the agreed-upon scheduled time.

The Customer is responsible for registering to use HP's electronic facility in order to gain access to restricted product information and to receive proactive notification or other services available to the Customer.

For hardware onsite response time options HP strongly recommends and for hardware call-to-repair time commitments the Customer must install the appropriate HP remote support solution with a secure connection to HP, and provide all necessary resources according to the HP remote support solution release notes, in order to enable the delivery of the service and options. When an HP remote support solution is installed, the customer must also maintain the contact details configured in the remote support solution that HP will use in responding to a device failure. Please contact a local HP representative for further details on requirements, specifications, and exclusions.

With the defective media retention service feature option, it is the Customer's responsibility to:

• Retain physical control of Disk Drives at all times during support delivery by HP; HP is not responsible for data contained on Disk Drives

• Ensure that any Customer sensitive data on the retained Disk Drive is destroyed or remains secure

• Have an authorized representative present to retain defective Disk Drives, accept replacement Disk Drives, provide HP with identification information for each Disk Drive retained hereunder, and, upon HP request, execute a document provided by HP acknowledging the retention of the Disk Drives

• Destroy the retained Disk Drive and/or ensure that the Disk Drive is not put into use again

• Dispose of all retained Disk Drives in compliance with applicable environmental laws and regulations

For Disk Drives supplied by HP to the Customer as loaner, rental or lease products the Customer will promptly return the replacement Disk Drives at the expiration or termination of support with HP. The Customer will be solely responsible for removing all sensitive data before returning any such loaned, rented, or leased Disk Drive to HP.

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Ordering information

HP Proactive Essentials Service Unlimited: HA326AC

HP Proactive Essentials Service Incident: HA327AC

Proactive Essentials Service: SW Unlimited and Incident can be purchased with unlimited-call or incident-based software support:

- Unlimited-call software support is designed for the Customer who prefers a fixed support budget with the ability to engage HP for software issues without exhausting the supply of purchased support incidents before the end of the contract term. Customers with unlimited service can make an unlimited number of support calls during the contract term.

- Incident-based software support (available for Windows and Linux products only) enables the Customer to purchase a fixed number of calls (incidents) for use during the one-year contract term. An incident, defined as one problem submission, is considered used upon successful resolution, as deemed by HP, of a specific support problem regardless of the number of calls needed to resolve the problem. Unused incidents will expire at the end of the term. There is a minimum of 10 incidents that must be purchased with PE: SW Incident service. One incident/service request is defined as the number of calls it takes to meet the following closure definition. An incident is defined as closed when one or more of the following criteria have been met:

  – The Customer has received the information available to HP regarding the resolution of a problem
  – The Customer has received information on how to obtain a patch(es) that will resolve a problem
  – The Customer has received notice that a software problem is caused by a known, unresolved bug in the software
  – The Customer has received notice that a problem has been identified as a hardware problem
  – The Customer has received notice that the problem has been corrected in a subsequent release of the product

Coverage windows must be contiguous and must include standard business hours and standard business days. If coverage is extended to include additional coverage hours or days, the same coverage hours must be selected for all covered days.

For hardware support call-to-repair, if optionally added:

- Call-to-repair time commitments are selected in lieu of onsite response time commitments. The Customer cannot select both an onsite response time commitment and a call-to-repair time commitment for the same product.

- Enhanced parts inventory management and upfront audit are included with the call-to-repair time commitment and may not be ordered separately.

For more information

For more information on HP Proactive Essentials Service: SW Unlimited or other HP Customer Support Services, contact any of our worldwide sales offices or visit our Web site at:

HP support services: **www.hp.com/hps/support**

HP Care Pack services: **www.hp.com/hps/carepack**

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