HPE PRIOR VERSION AND MATURE SOFTWARE PRODUCT SUPPORT

HPE Contractual Support Services

HPE Prior Software Version Support and HPE Mature Software Product Support services provide remote software technical support service for selected older products or older versions of HPE software and may also be available for selected HPE-supported third-party products.

Prior versions of software products are non-current versions still available for sale. Active software development is ongoing for future version releases. HPE Software Updates Service is not offered for prior versions, but is available for the current version, enabling you to update to the latest version when you are ready. Although HPE Software Updates Service is not a prerequisite for HPE Prior Software Version Support, it is highly recommended. If you subsequently choose to update to the current version, you must either have a Hewlett Packard Enterprise Support Agreement that includes HPE Software Updates Service, or you may be required to pay a return-to-support fee.

Mature software products are current software products that no longer have active engineering development to produce subsequent versions. HPE Software Updates Service is not available for mature products.

HPE Prior Software Version Support and HPE Mature Software Product Support services also provide access to Hewlett Packard Enterprise technical resources for assistance in resolving software implementation or operations problems.

With HPE Prior Software Version Support and HPE Mature Software Product Support services, your IT staff has fast, reliable access to Hewlett Packard Enterprise support engineers. Hewlett Packard Enterprise support engineers work with your IT team to provide advice on software features and use, problem diagnosis and resolution, and software defect identification. Support services with sustaining engineering also include the ability to create new patches as needed.

For many products, these services include sustaining engineering where HPE has enlisted the skills of key problem-solving specialists in HPE and selected third-party engineering groups. For other products, support is provided without sustaining engineering and is limited to technical resources available in Hewlett Packard Enterprise.

In addition, these services provide electronic access to related product and support information, enabling any member of your IT staff to locate this commercially available essential information.

SERVICE BENEFITS

- Access to expert Hewlett Packard Enterprise technical resources to help expedite problem resolution
- Ability to remain on an older software version while you prepare to migrate to a newer version that is supported under HPE Software Technical Support
- Ability to use a supported mature software product required to meet your business solution where you may have dependent applications

SERVICE FEATURE HIGHLIGHTS

• Access to technical resources

• Problem analysis and resolution

• Problem isolation

• Software electronic support

• Software features and operational support

• Remote access

• Installation advisory support

• Flexible coverage window

• Flexible response time

• Escalation management for sustaining engineering

• Additional named callers

• On-site support at Customer request

TABLE 1. Service features

Feature	Delivery specifications
Core service features	
Access to technical resources	The Customer can access Hewlett Packard Enterprise technical resources via telephone, electronic communication, or fax (where locally available) for assistance in resolving software implementation or operations problems.
Problem analysis and resolution	Hewlett Packard Enterprise provides corrective support to resolve identifiable and Customer-reproducible software product problems. HPE 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.
Problem isolation	Problem isolation for the software product is provided. The Customer is informed if the problem is perceived to be hardware-related. If the Customer's hardware is covered under an HPE Hardware Maintenance Onsite Service Agreement, a service request will be logged on the Customer's behalf. If available and with the Customer's approval, a per-call service request at the current time and material rates will be logged on the Customer's behalf for problems related to hardware not covered under an HPE Hardware Maintenance Onsite Service Agreement.
Software electronic support	As a part of this service, Hewlett Packard Enterprise will provide access to certain software-related electronic and web-based tools and services, as applicable.
	The Customer has access to certain capabilities made available to registered users, such as searches of technical support documents and knowledge databases to facilitate faster problem-solving, downloading selected HPE software patches, participating in support forums for solving problems and sharing best practices with other registered users, and the ability to use a web-based tool for submitting questions directly to HPE and viewing the status of each service request submitted.
Software features and operational support	Hewlett Packard Enterprise provides information, as commercially available, on current product features, known problems and available solutions, and operational advice and assistance.
Remote access	At the option of Hewlett Packard Enterprise and with Customer approval, selected remote access tools may be used to facilitate problem solving. The use of these tools allows HPE to work interactively with the Customer and facilitates remote diagnosis of problems with the Customer's system.
	The Customer can choose to use any of these remote access tools to assist in the resolution of service requests. Only HPE-provided, HPE-approved tools are to be used as a part of this feature.
Installation advisory support	Limited advisory support is provided and is restricted to basic advisory assistance for the Customer who encounters difficulties while performing a software product installation or who needs advice on proper installation methods and updating of standalone applications. Limited advisory support for software products that are installed in a network environment is also provided. The scope of such advisory support is at Hewlett Packard Enterprise's discretion.
	Exclusions to this advisory support include, but are not limited to, the following: any downloading of complete software packages or walking the Customer through an installation from start to finish. These services are available for an additional charge and can be purchased separately from HPE.

TABLE 1. Service features

Feature	Delivery specifications
Flexible coverage window	The coverage window specifies the time during which services are available. Flexible hours of coverage are available to facilitate customization of the coverage window to address the Customer's business needs.
Flexible response time	Response time specifies the period of time that begins when the initial service request is received and logged with Hewlett Packard Enterprise and ends when the Hewlett Packard Enterprise authorized representative calls the Customer to review the request, if this time falls within the specified coverage window. The following response times are available: • 2-hour response: A Hewlett Packard Enterprise authorized representative will contact the Customer to begin software technical support service within 2 hours after the service request has been logged with HPE, if this time falls within the contracted coverage window. • 1-hour response: A Hewlett Packard Enterprise authorized representative will contact the Customer to begin software technical support service within 1 hour after the service request has been logged with HPE, if this time falls within the contracted coverage window.
Additional service feature	**Additional service feature for HPE Prior Software Version Support with Sustaining Engineering and HPE Mature Software Product Support with Sustaining Engineering.**
Escalation management for sustaining engineering	For HPE Prior Software Version Support or HPE Mature Software Product Support services that include sustaining engineering, Hewlett Packard Enterprise has established formal escalation procedures to facilitate complex problem resolution. Hewlett Packard Enterprise management coordinates problem escalation, enlisting the skills of key problem-solving specialists in HPE and selected third-party engineering groups.

TABLE 2. Optional service features

Feature	Delivery specifications
Additional named callers	Support for three named Customer callers is included with this service. The Customer can optionally purchase support for additional callers.
On-site support at Customer request	The Customer may purchase the on-site support services of a Hewlett Packard Enterprise software technical specialist. This option is available for Customers who do not view remote software technical support services as an acceptable alternative.

SERVICE LIMITATIONS

The response time stated herein is provided as a typical initial response time to Customer technical support requests. The response time in no way creates a legal requirement or obligation for Hewlett Packard Enterprise to always provide such response in the stated time.

HPE Prior Software Version Support and HPE Mature Software Product Support services without sustaining engineering are limited to the resources available in Hewlett Packard Enterprise's global service delivery organization. Problems that cannot be resolved by the service delivery organization through providing advice or delivery of a commercially available software patch will be addressed via a workaround, where HPE is able to make such a workaround available. Problems will not be escalated to a Hewlett Packard Enterprise or third-party engineering group.

SERVICE ELIGIBILITY

To be eligible to purchase this service, the Customer must be properly licensed to use a currently supported revision of the software at the time the Support Agreement coverage begins; otherwise, additional charges may be applied to bring the Customer into service eligibility.

This service must be purchased for each system, socket, processor, processor core, or end user in the Customer's environment that will require support.

HPE Software Updates Service is not a prerequisite for HPE Prior Software Version Support. However, it is strongly recommended as it will facilitate moving to a software version supported under HPE Software Technical Support and will eliminate the return-to-support fee that may otherwise be charged at that time.

CUSTOMER RESPONSIBILITIES

The Customer will:

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

• Use all software products in accordance with current Hewlett Packard Enterprise 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

• Be responsible for registering to use a Hewlett Packard Enterprise or third-party hosted electronic facility in order to obtain software product information or to download software patches
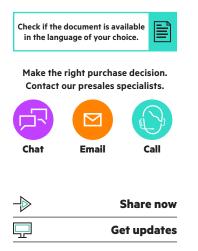
ORDERING INFORMATION

These services can be purchased using the following product numbers:

• HPE Prior Software Version with Sustaining Engineering Support: HJ903AC

• HPE Prior Software Version without Sustaining Engineering Support: HJ904AC

• HPE Mature Software Product with Sustaining Engineering Support: HJ905AC

• HPE Mature Software Product without Sustaining Engineering Support: HJ906AC

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