



Prior Software Version Support and Mature Software Product Support

Contractual Services, part of HP Care

Service benefits

- Access to HP technical resources for problem resolution
- The ability to continue using an older software version while you prepare to migrate to a newer version that is supported under HP Software Technical Support
- The ability to use a supported mature software product that meets your business solution needs for which you may have dependent applications

Service features

- 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
- Onsite support at Customer request

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

Prior versions of software products are non-current software versions still available for sale. Active software development is ongoing for future version releases. Software Updates Service is not offered for prior software versions, but is available for current software versions, enabling you to update to the latest version when you are ready. Although Software Updates Service is not a prerequisite for Prior Software Version Support, it is highly recommended. If you subsequently choose to update to the current software version, you must either have an HP Support Agreement that includes 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. Software Updates Service is not available for mature products.

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

With Prior Software Version Support and Mature Software Product Support services, your IT staff has fast, reliable access to HP Global Solution Centres. HP Global Solution Centre 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 software patches as needed.

For many products, these services include sustaining engineering where HP enlists the skills of key problem-solving specialists within HP and selected third-party engineering groups. For other products, support is provided without sustaining engineering and is limited to technical resources available in HP Global Solution Centres.

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.

Specifications

Table 1. Service features

| Feature | Delivery specifications |
|--|---|
| Core service features | |
| Access to technical resources | The Customer can access HP technical resources via telephone, electronic communication or fax (where locally available) for assistance in resolving software implementation or operations problems. |
| Problem analysis and resolution | 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. |
| Problem isolation | HP provides problem isolation for the software product. The Customer is informed if the problem is perceived to be hardware related. If the Customer's hardware is covered under a Hardware Maintenance Onsite Service Agreement, a service request will be logged on the Customer's behalf. With the Customer's approval, a per-call service request will be logged on the Customer's behalf for problems related to hardware not covered under a Hardware Maintenance Onsite Service Agreement. |
| Software electronic support | <p>As a part of this service, HP will provide access to certain software-related electronic and Web-based tools and services, as applicable.</p> <p>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 HP software and firmware 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 the HP Global Solution Centre and viewing the status of each service request submitted.</p> |
| Software features and operational support | HP provides information, as commercially available, on the latest product features, known problems and available solutions and operational advice and assistance. |
| Remote access | <p>At the option of HP and with Customer approval, selected remote access tools may be used to facilitate problem-solving. The use of these tools allows HP to work interactively with the Customer and facilitates remote diagnosis of problems with the Customer's system.</p> <p>The Customer can choose to use any of these remote access tools to assist in the resolution of service requests. Only HP-provided, HP-approved tools are to be used as a part of this feature.</p> |

Table 1. Service features (continued)

| Feature | Delivery specifications |
|---|--|
| Installation advisory support | <p>Limited advisory support is provided to the Customer who encounters difficulties while performing a software product installation or who needs advice on proper installation methods and updating of standalone applications. Advisory support for software products that are installed in a network environment is also provided.</p> <p>This service feature does not include 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 HP.</p> |
| Flexible coverage window | <p>The coverage window specifies the time during which services are available. Flexible hours of coverage are available to facilitate customisation of the coverage window to address the Customer's business needs.</p> |
| Flexible response time | <p>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 authorised representative calls the Customer to review the request, if this time falls within the specified coverage window.</p> <p>The following response times are available:</p> <ul style="list-style-type: none"> • 2-hour response: An HP authorised representative will contact the Customer to begin software technical support service within 2 hours after the service request has been logged with HP, if this time falls within the contracted coverage window. • 1-hour response: An HP authorised representative will contact the Customer to begin software technical support service within 1 hour after the service request has been logged with HP, if this time falls within the contracted coverage window. |
| Additional service features | <p>This is an additional service feature for Prior Software Version Support with Sustaining Engineering and Mature Software Product Support with Sustaining Engineering.</p> |
| Escalation management for sustaining engineering | <p>For Prior Software Version Support or Mature Software Product Support services that include sustaining engineering, HP has established formal escalation procedures to facilitate complex problem resolution. HP management coordinates problem escalation, enlisting the skills of key problem-solving specialists within HP and selected third-party engineering groups.</p> |

Table 2. Optional service features

| Feature | Delivery specifications |
|---|--|
| Additional named callers | <p>Support for three named Customer callers is included with this service. The Customer can optionally purchase support for additional callers.</p> |
| Onsite support at Customer request | <p>The Customer may purchase the onsite support services of an HP software technical specialist. This option is available for Customers who do not view remote software technical support services as an acceptable alternative.</p> |

Customer responsibilities

The Customer will:

- Retain and provide to HP upon request, all original software licences, licence agreements, licence keys and subscription service registration information, as applicable for this service
- Use all software products in accordance with current HP software licensing terms corresponding to the Customer's prerequisite underlying software licence 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 an HP or a third-party hosted electronic facility in order to obtain software product information or to download software patches

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 HP to always provide such response in the stated time.

Prior Software Version Support and Mature Software Product Support services without sustaining engineering are limited to the resources available in HP's global service delivery organisation.

Problems that cannot be resolved by the service delivery organisation through providing advice or delivery of a commercially available software patch will be addressed via a workaround, where HP is able to make such a workaround available. Problems will not be escalated to an HP or a third-party engineering group.

Service eligibility

To be eligible to purchase this service, the Customer must be properly licenced 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, processor or end user in the Customer's environment that will require support.

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

Ordering information

These services can be purchased using the following product numbers:

- Prior Software Version with Sustaining Engineering Support (HJ903AC)
- Prior Software Version without Sustaining Engineering Support (HJ904AC)
- Mature Software Product with Sustaining Engineering Support (HJ905AC)
- Mature Software Product without Sustaining Engineering Support (HJ906AC)

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