
HP NetAssure Service

Technical Data

HP Multivendor Network Support Program

HP NetAssure service maximizes the uptime of your network and increases the effectiveness of your network operations staff. HP NetAssure service provides you with fault isolation and assistance with problem resolution, anywhere on the network. This service is flexible enough to support your single-site office or manufacturing network as well as your multisite network. Hewlett-Packard invests in network and data communications training and support tools so that you do not need to make that investment. HP's worldwide support organization is available to ensure that your network is operating properly and is available to meet your business needs.

Features

- One telephone call
- Multivendor problem management
- Fast response time
- HP Network Predictive support

One Telephone Call

When you have a network problem, you need it fixed quickly. Since your network is composed of a variety of products, vendors, and technologies, identifying the cause of the problem is difficult. With HP NetAssure service, one telephone call to the HP Response Center initiates the problem isolation process. This timely identification of a problem with either HP or another vendor's equipment reduces network downtime.

HP's fault isolation activities begin with the powerful remote diagnostics of the HP Response Center. If necessary, HP dispatches a support engineer to one or multiple locations as an on-site resource. Under HP NetAssure service, each appropriate HP office is staffed with highly trained engineers, stocked with test equipment, and armed with technical information about your network.

Multivendor Problem Management

HP simplifies problem resolution and reduces your network downtime by working directly with select vendors to return your network to normal operation quickly. Coordinating multiple vendors' services is time consuming. Under HP NetAssure service, HP assists in managing the resolution of the problem for you.

To expedite the resolution of network problems, HP has working relationships with select network vendors. If our diagnosis of the network problem indicates that equipment from one of these vendors is involved, HP contacts the vendor directly for remote or on-site assistance. HP continues to work with the vendor while the problem is being resolved, keeping your network operator informed of resolution status.

HP also works with your network operator to cooperatively manage problem isolation with vendors or non-HP products. Either way, you win with HP managing the resources to get your network back up and running.

Fast Response Time

HP simplifies problem resolution and reduces your network downtime by working directly with select vendors to return your network to normal operation quickly. When network operators call the HP Response Center with a network problem, they talk to a network support specialist within two hours to begin problem isolation. Working with the latest technology, the network support specialist performs remote problem diagnosis. If HP cannot resolve the problem remotely, we promptly dispatch a local support engineer.

HP Network Predictive Support

For select HP 3000 products on networks supported with HP NetAssure service plus HP SuccessLine Next Day support or HP SuccessLine Priority support, HP Network Predictive support is available to monitor line-error trends. This helps HP predict and diagnose network problems. In addition, HP Predictive Support software has been enhanced to include coverage of the HP INP network interface card. These

combine to further enhance your network availability.

90 Days Free

When you purchase 12 months of HP NetAssure service at the same time that you purchase HP Network Startup service, you receive 90 days of HP NetAssure service free of charge prior to commencement of paid coverage.

Eligibility

Your network is eligible for HP NetAssure service if it meets the following criteria.

Supported Connections.

HP must agree upon all network connections supported under HP NetAssure service. While repair of non-HP products remains the responsibility of the customer or vendor, HP has working relationships with select vendors to expedite problem isolation and resolution. Your HP sales representative and account team can provide you with current information on supported connections and evaluate your network for supportability under HP NetAssure service.

Minimum Network Configuration.

HP NetAssure service requires at least one HP CPU (HP 1000, HP 3000, or HP 9000) on the network or at least one HP personal computer (HP Vectra PC or HP 150 PC) for PC networks.

Product Support.

The minimum level of support required for each HP CPU on the network is HP BasicLine, when HP ResponseLine is purchased for another CPU at the site, for all system software, and HP SuccessLine Next Day support for all system hardware. The minimum level of support required for each HP PC on the network is HP ResponseLine and HP SuccessLine Scheduled support on all software and hardware respectively. Documented maintenance arrangements must be in place for all other hardware and software products to be supported under HP NetAssure service.

Operating Condition.

At the time HP NetAssure service coverage begins, your network must be fully operational. HP NetAssure coverage may begin upon completion of HP Network Startup service. Other networks may require verification by HP at an additional charge. If the network requires service prior to HP NetAssure service coverage, you can purchase HP assistance at standard service rates.

Remote Support.

The ability to access a network remotely increases the effectiveness of HP's troubleshooting capability and reduces your network downtime. HP NetAssure service customers must allow the HP Response Center remote

access to their network. Although nodes may need to be configured for remote access, you may only need to connect the modems when remote diagnosis is necessary.

Remote access requirements depend on your network topology. Your HP support engineer works with you to determine specific support requirements, and HP may provide modems for certain connections.

Modified Products.

HP products modified without prior approval from HP are not eligible for HP NetAssure service.

Site Requirements. Your network is eligible for HP NetAssure if your network connections are:

- Installed in sites that meet the specifications listed in the HP documentation that applies to your products. (Specifications may apply to both HP and non-HP nodes on the network.)
- Located in HP-defined service travel areas
- Located in stationary facilities (Automobiles, mobile vans, ships, airplanes, and railroad cars are specifically excluded.)
- Attended by customer personnel at all times when HP support personnel are on site

Customer responsibilities

You must identify a network operator and an alternate within your organization as persons responsible for network operation. These are the primary contacts for HP and are authorized callers to the HP Response Center for assistance under HP NetAssure service. You may identify additional callers by ordering the additional HP Response Center caller option.

The network operator is responsible for contacting the HP Response Center for problem assistance and for coordinating internal customer resources as necessary. The customer network operator and alternate may be required to attend select HP training courses. Your HP support engineer can help you determine detailed training requirements for your network operator.

The network operator is also responsible for working with the HP support engineer to maintain accurate network documentation and must notify HP when major topology changes occur on the network. Information about the network configuration is critical for successful management and support. Standard HP documentation makes it easier to maintain this information.

Coverage Hours

Your network operator can contact the HP Response Center for assistance under HP NetAssure service between 7:00 am and 9:00 pm, Eastern time, Monday through Friday, excluding HP holidays. Subject to local availability and price uplifts, additional coverage hours and days may be available.

Upon receipt of a call during the coverage hours above, HP may need to dispatch a support engineer. For network sites with HP systems connected in the network, HP's on-site response under HP NetAssure service is governed by the response time purchased for the HP hardware maintenance agreement for the networked systems. If dispatch is required to a site that has no HP products connected to the network, the response time is the next working day.

Charges

Charges for HP NetAssure service are based on HP's published prices in effect in the country where the network connections are maintained.

Travel Zones.

If your system is within 100 miles of a primary or secondary HP Support Responsible Office, you receive the specified on-site response time. Response times to locations beyond 100 miles may be longer.

Travel to sites located within 200 miles of your HP Support Responsible Office is provided at no additional charge. If you are located beyond 200 miles, HP assesses a travel charge based on the distance to your location.

Ordering Information

The cost of HP NetAssure service is determined by your network configuration. HP measures the size and complexity of your network by the number and type of physical network connections. The cost is then based on HP's standard prices for each type of network connection.

For additional information on HP NetAssure service and the HP Multivendor Network Support program, contact your local HP sales representative.

HP NetAssure service and certain features such as HP Network Predictive support are subject to local availability.

For more information, call your local HP sales office listed in your telephone directory or an HP regional office listed below for the location of your nearest sales office.