



HPE Application Lifecycle Management

Addendum to the HPE Software Enterprise Support

This addendum applies to the HPE Application Lifecycle Management products as defined herein (the "addendum") it amends and is made part of the HPE Software Enterprise Support data sheet (the "Support data sheet"), versions 4AA4-4792ENW (U.S. letter version) and 4AA4-4792ENN (A4 version).

The provisions of this addendum are intended to add or modify the provisions of the Support data sheet for the HPE Application Lifecycle Management products as further outlined in this addendum. To the extent that if there is any conflict between the provisions of this addendum and the provisions of the Support data sheet, the provisions of this addendum shall control.

A. HPE Application Lifecycle Management Software Enterprise Support for Appliances

Return material authorization (RMA)

Definition

Appliance means an instance of the specifically identified HPE Application Lifecycle Management software loaded and configured on a designated computer system, which is listed on your support contract

RMA process

In case of appliance issues, notify HPE by logging a support case. If HPE technical support verifies a hardware issue, HPE can, at its expense, initiate shipment of an advance full system replacement unit (ARU). Such shipment will be initiated within one business day, subject to any local requirements (e.g., pre-inspection by destination country). The ARU shipment time depends on HPE's authorized carrier's availability (i.e., an authorized shipping request must be received in time to make each day's outgoing shipment cutoff window) and can be affected by remote shipment locations. Some appliance failures may only require field replaceable units (FRUs), and do not require ARUs. FRUs are delivered in the same manner as the ARUs described above. FRUs include, without limitation, power supplies, disk drives, and the "getting started" kit (power cord, rack mount rails, getting started guide, and so on). In all cases, HPE Support will act as the first line of contact and coordinate the ARU or FRU replacement. Upon receiving the ARU or FRU, you must send the defective unit or part back to HPE or its designate within 10 business days

B. Additional HPE Network Virtualization (NV) Support

Definition

The HPE Network Virtualization Library is a service that provides access to a library of global network conditions that includes best, worst, and typical mobile and broadband conditions from cities around the world.

Update Service

The HPE Network Virtualization Library is made available as part of the standard HPE Enterprise Support service as an additional Update Service mechanism to provide automated electronic updates for selected HPE Application Lifecycle Management Network Virtualization products, including HPE Network Virtualization for HPE LoadRunner, HPE Network Virtualization for Mobile and HPE Network Capture.

Ordering information

Support for HPE Application Lifecycle Management Appliances may be ordered using the following service product numbers:

HPE SOFTWARE APPLIANCE SUPPORT SERVICE	UPFRONT SUPPORT	CONTRACTUAL SUPPORT
HPE SW Support 9x5 with Hardware Replacement	HP085A1 (1-year upfront)	HP085AC
HPE SW Support 24x7 with Hardware Replacement	HP086A1 (1-year upfront)	HP086AC

Support for HPE Application Lifecycle Management Software may be ordered using the following service product numbers:

HPE SOFTWARE SUPPORT SERVICE	UPFRONT SUPPORT	CONTRACTUAL SUPPORT
HPE SW Enterprise Standard Support	HM610A1 (1-year upfront)	HM610AC
HPE SW Enterprise Basic Support	HM611A1 (1-year upfront)	HM611AC

Learn more at
hp.com/go/hpsoftwaresupport/support_options



Sign up for updates

★ Rate this document

