HPE Software Enterprise Support for HPE Security— Data Security (Voltage)

Protect your investment

Service overview

Organizations invest a great deal of time and energy selecting the best security solutions to mitigate risk and achieve compliance. HPE Security—Data Security (Voltage) provides high-quality, innovative products that deliver encryption, tokenization, and masking capabilities that eliminate barriers that make traditional encryption costly and difficult to manage.

Given the growing complexity of security threats, regulatory compliance, organizational requirements, and the information technology environment, implementing and managing a comprehensive enterprise-wide data protection program can be quite challenging. Achieving your data protection goals requires market leading security solutions, proper training, installation, and ongoing support to protect the sensitive data that resides across your organization.

The HPE Security—Data Security (Voltage) commitment to reducing your business risk extends well beyond delivering a comprehensive data protection platform. HPE Security— Data Security (Voltage) also offers support and services including technical support, training, account management and implementation services.

This document describes the HPE Software Enterprise Support products offered by HPE Security—Data Security (Voltage).

Support Service Feature Highlights

	24x7 coverage level for Customers
	Provides access to HPE technical resources for problem resolution
	Offers reliable response times
	Escalation management
	Access to electronic support information and services
	Remote access
	Remote problem diagnosis and support
	License to use software product and documentation updates
	Access to technical resources
	Software support with defined response time objectives
	Software electronic support

Specifications

HPE Security—Data Security (Voltage) offers Data Security Enterprise Standard Support.

Table 1. Data Security Enterprise Standard Support Service Features

Feature	Delivery specifications
24x7 Service Level	The Service Level determines your coverage level. The coverage level specifies the time during which you may call and receive support. Data Security Enterprise Standard Support is available 24x7, 365 days per year.
Remote Problem Diagnosis and Support	When experiencing a problem, the Customer must use established communication channels of telephone or email to initiate a support request with HPE. For Impact Level 1 issues (defined below), Customer must initiate support by telephone call to the HPE Security—Data Security (Voltage) call center. HPE provides basic telephone or email technical assistance. Prior to providing offsite assistance, HPE may request the Customer to provide relevant information, start diagnostic tools, and perform other supporting activities. HPE then works with the customer remotely to isolate the problem.
Access to Electronic Support and Services	Data Security Enterprise Standard Support provides access to certain electronic and web-based tools, including: • Select HPE software patches available for download; and • Expanded web-based searches of technical documents to facilitate faster problem solving.
Escalation Management	Data Security Enterprise Standard Support has established formal escalation procedures to facilitate the resolution of problems. HPE management coordinates problem escalation, enlisting the skills of appropriate HPE resources or selecting third parties to assist with problem solving.
Access to Technical Support	Data Security Enterprise Standard Support provides the following three distinct levels of technical support (Level 1–Level 3). • Level 1: Answers to basic end user questions that can usually be found by referring to the software product documentation or technical support provided by the Customer's internal help desk-like service. (Level 1 is an initial self-help action taken by the Customer.) • Level 2: Technical support performed by the Customer when no solution could be found through Level 1 technical support. Level 2 technical support includes more advanced troubleshooting methods such as collecting logs and qualifying the support request particulars. (Level 2 is an advanced self-help action taken by the Customer.) • Level 3: Should be requested only after Level 1 and Level 2 technical support efforts are unable to successfully resolve the support request. Upon engaging in Level 3 technical support, HPE technical support will act as the single point of contact to work with the customer to provide timely communications through the resolution process. Note: Customer will receive Level 1 and Level 2 technical support through their internal help-desk and information technology staff operation. Customers are encouraged to leverage HPE software product training (including project, architect, developer, and administrator) courses to ensure Level 1 and Level 2 technical support readiness for internal staff. Customer may also leverage technical support documents and knowledge databases provided electronically, as set forth in the next section.
Software Electronic Support	Data Security Enterprise Standard Support provides a variety of interactive technical support tools via HPE's Software Support Online platform (SSO). SSO enables Customers to quickly locate updates and fixes, access product documentation and self-solve technical problems. SSO puts a vast array of HPE Software technical based resources at your fingertips. SSO enables Customers to: • Electronically download the latest software products updates and patches; • Review the list of licensed products currently covered by your HPE software support contract; • Register for email notifications for your software product updates and patches. Visit SSO: **hpe.com/software/support**.
Software Product and Documentation Updates	As HPE releases commercially and generally available Updates to software products, the latest revisions of the software and reference manuals are made available to the customer electronically.
Support Delivery Language	Our worldwide centers are structured to provide you with support primarily in the English language. As such, Data Security Enterprise Standard Support may be provided in English only.

Impact Levels and Response Time Objectives

When a support case is logged, one of four distinct Impact Levels are used as outlined in the table below (each an "Impact Level"). Select the Impact Level that most appropriately reflects your current status. HPE reserves the right to reassign an Impact Level once problem diagnosis has commenced if it is determined that such level has been inappropriately classified.

Table 2. Response Time Objectives

Impact level	Impact 1: production system is down	Impact 2: major feature/function failure	Impact 3: minor feature/function failure	Impact 4: minor problem
	The HPE product is unusable, resulting in a total disruption of work or other critical impact of operations. No work around is available.	Operations are severely restricted. A workaround is available.	The product does not operate as designed, there is a minor impact on usage, and an acceptable workaround deployed.	This can be classified as a request for documentation, general information, enhancement request, etc.
Service Level	**Response Time Objectives**			
Data Security Enterprise Standard Support—24x7, Monday-Sunday, 365 days per year	30 minutes	4 hours	6 hours	1 business day

Response Time Objectives are typical initial response times to support requests. HPE may not actually provide such response within the Response Time Objectives.

Support Terms

Software Updates

Data Security Enterprise Standard Support provides commercially and generally available software Updates for software products. "Updates" mean bug fixes, patches and new Major Version Updates and Minor Version Updates (defined below) made generally available by HPE and it assignees or successors, to Customers with active and current support contracts. Required access codes and license keys are made available directly or through provided instructions. The license terms for Updates shall be: (a) as described in the HPE software licensing terms corresponding to the Customer's prerequisite underlying software license, (b) any additional software licensing terms that may accompany Updates provided under this service, and (c) with respect to non-branded HPE products, in accordance with the current licensing terms of the third-party software manufacturer.

Software Versioning

For purposes of this data sheet, a Major Version Update usually includes major enhancements or new functionality, which is denoted by a change to the left of the decimal point (for example, version 6.0 to 7.0). A Minor Version Update usually includes functional enhancements, denoted by a change to the right of the first decimal point (for example, version 6.1 to 6.2).

Patches

Customers may be required to install the most recent version, fixes, patches or service packs as part of the troubleshooting and issue resolution process. For all requests for defect fixes, product enhancements, support for newly released operating systems, and other adjacent or integrated applications(s) or version(s), HPE product teams will review and either approve; deny; deny as fixed in a more current release; or postpone a fix until a future release. As new patches become available, HPE will post them. For select non-branded HPE software products, HPE will provide instructions on how to obtain the patch through the original software manufacturer.

End of Support
Data Security Enterprise Standard Support provides technical support according to the lifecycle status for each version of software. HPE software/versions approaching end of support will have a published end of support date on SSO's Obsolescence and Migration website located at: **softwaresupport.hpe.com/obsolescence-migrations**. In connection with the software product's last release, a notification of end of support will be sent to Customers.

After the end of support date, HPE will discontinue Updates to resolve errors or defects with respect to that version. However, for twelve (12) months following the version's end of support date, support will continue to accept requests for technical support and provide technical guidance in resolving or avoiding any errors or defects with such version in consultation with the Customer. Notwithstanding the foregoing, HPE may extend support for software at its sole discretion.

Customer Responsibilities

Data Security Enterprise Standard Support provides technical support for Level 3 support issues after you have provided Level 1 and Level 2 technical support to your organization. Customer's responsibility of Level 1 and Level 2 technical support include the following:

- **Customer Help Desk Staff**—Your organization's help desk and/or IT staff will assist end users with application issues, including diagnostics and troubleshooting for technical issues relating to the installation, configuration, and operation of the software.

- **Customer Server Administrators**—Your organization is responsible for managing its servers where the software products are installed. This requires that administrators with access to these servers monitor operations and assist your help desk to troubleshoot issues between clients and servers. These administrators are responsible for managing the security policies on the servers where the software resides.

- **Customer Application Developers and Architect**—You are responsible for ensuring your application developers are trained on HPE software products. Developers also need to know the various options, such as simple APIs, Web Services, Command Line interfaces, and platform releases available when using the software products.

- **Customer Self Service and Support**—Data Security Enterprise Standard Support provides access to software electronic support, which includes searchable technical support documents, knowledge databases and SSO.

Notwithstanding the foregoing, for Customer to receive support services and security protection, the Customer must be on a currently supported version of the software. Customer is responsible for installing, in a timely manner, certain critical software updates and patches that are provided by HPE.

Additional Customer Responsibilities

In addition, Customer:

- Must telephone all Impact Level 1 issues to the specific HPE Security—Data Security (Voltage) help desk;

- Must assume responsibility for acting upon any hard copy or email notification the customer may receive to download any Update;

- Must comply with the usage terms of the underlying license terms;

- Shall retain, and provide to HPE upon request, all original software licenses, license agreements, license keys, and subscription service registration information, as applicable for the support services contemplated herein;

- Shall provide all information necessary for HPE to deliver timely and professional remote support and to assist HPE in determining the level of support eligibility;

- If applicable, must agree and adhere to licensing terms and conditions regarding the use of any HPE service tools used to facilitate the delivery of this service;

- Must be responsible for all data backup and restore operations;

- Must notify HPE if Customer uses software in an environment that poses a potential health or safety hazard to HPE employees or subcontractors. HPE may require Customer to maintain such software under HPE supervision and may postpone service until Customer remedies such hazards;

- Must have a representative present when HPE provides support at Customer's site; and

- Must create and maintain a list of all software under support including: the location of the software and coverage levels. Customer shall keep the list updated during the applicable support period.

Support Eligibility

Customer may purchase available software support for HPE branded software products only if the Customer can provide evidence that it has rightfully acquired an appropriate HPE license for such software. HPE will be under no obligation to provide support due to any alterations or modifications to the software not authorized by HPE or for software for which Customer cannot provide a sufficient proof of a valid license.

The customer receives a Service Agreement ID (SAID) which documents the software products active under support for the term purchased.

Unless otherwise mentioned in the support services renewal quote, customers can order support services directly from HPE.

If Customer purchases a support offering that includes documentation updates along with the right to copy such updates, customer may copy such updates only for software products under such coverage. Copies must include appropriate HPE trademark and copyright notices.

Support Renewals

HPE will send Customer a support renewal quotation prior to the expiration of your current support agreement. HPE reserves the right to increase the support fee annually. Failure to increase fees related to support for any given period does not constitute a waiver of HPE's right to do so.

Return to Support

If you choose not to renew support for your licensed products prior to the expiration of your then current support agreement, you have the option to reenroll in support only upon completion of all of the following:

(a) Payment to HPE of the annual support fee for the renewal term;

(b) Payment to HPE of one hundred percent (100%) of all annual support fees that would have been paid had you not terminated your support offerings or lapsed on any applicable support fees;

(c) Payment to HPE of a reinstatement fee equal to fifty percent (50%) of the total past support fees; and

(d) If applicable, changing certain hardware and software to meet current eligibility requirements of new versions.

Cancellation

You may cancel support services or delete software products from support, effective upon your next support contract renewal date, so long as your provide HPE with sixty (60) days prior written notice of such cancellation. For multiple year support contracts which are billed annually, you may cancel your support contract, effective your next annual support service anniversary date, so long as you provide HPE with written notice of such cancellation at least sixty (60) days prior to the next annual support service anniversary date. For all cancellations of your support contract or partial licenses within your support contract as described immediately above ("Cancellations"), Customer's notification to HPE must be provided by an authorized representative of Customer and occur by completing and returning a Cancellation Form to HPE, which HPE will provide upon request. Cancellation terminates your support services such as rights to receive new product versions, security patches, and technical support. If Customer chooses to resume support, the Return to Support terms and conditions in this data sheet will apply.

If any Cancellation reduces the volume of licenses under support below any previously negotiated volume discounts, HPE may modify any support price volume discount at the time of the next renewal date.

HPE Software Support Terms

This support offering is governed by the HPE Customer Terms or another agreement referenced in the quotation for support services (the "Terms"). All capitalized terms used in this data sheet, but not otherwise defined, will have the meaning assigned to them in the Terms. Any reference to "Customer", "you", and "yours" herein are intended to reference the HPE Customer receiving the software support services as defined and referenced in the Terms. In the event of conflicts between this data sheet and the Terms, this data sheet shall take precedence. The support offering set forth in this data sheet is available for HPE Security—Data Security (Voltage) SecureData software products and HPE Security—Data Security (Voltage) SecureMail software products. Support delivery begins upon delivery of licenses.

Service Limitations

At the discretion of HPE, support services are provided using a combination of remote diagnosis and support, and other service delivery methods. For avoidance of doubt, HPE determines the appropriate delivery method required to provide effective and timely customer support.

General Provisions and Other Exclusions

HPE reserves the right to charge, on a time-and-materials basis, for any additional work over and above the support services described herein that may be required to address customer's support issue or to address customer requirements that are not met by the customer. Furthermore, Customer agrees to pay additional fees if Customer requests that HPE install software Updates or patches. For avoidance of doubt, any additional charges to Customer will be on a time-and-materials basis, unless otherwise previously agreed to in writing by HPE.

The ability of HPE to deliver support services is dependent upon the customer's full and timely co-operation with HPE, as well as the accuracy and completeness of any information and data the customer provides to HPE. Travel charges for onsite support may apply in some geographic locations. Please contact your local HPE representative for details.

Ordering information

Data Security Enterprise Standard Support products may be ordered using service product numbers HM610A1 (upfront 1 year), HM610A3, and HM610AC (contractual).

About HPE Security

HPE helps organizations detect and respond to cyber threats while safeguarding continuity and compliance to effectively mitigate risk and incident impact. Delivering an integrated suite of market leading products, services, threat intelligence and security research, HPE helps customers proactively protect the interactions among users, applications and data, regardless of location or device. With a global network of security operations centers and more than 5,000 IT security experts, HPE empowers customers and partners to safely operate and innovate while keeping pace with the speed of today's idea economy. Find out more about HPE's security solutions at **hpe.com/us/en/solutions/security**.

a. Exclusions
HPE is not obligated to provide warranty services or support for any claims resulting from:

1. Improper site preparation, or site or environmental conditions that do not conform to HPE site specifications;

2. Customer's non-compliance with HPE specification, statements of work or this data sheet;

3. Improper or inadequate maintenance or calibration;

4. Customer or third-party media, software, interfacing, supplies, or other products;

5. Modifications not performed or authorized by HPE;

6. Virus, infection worm, or similar malicious code not introduced by HPE; and

7. Abuse, negligence, accident, loss or damage in transit, fire or water damage, electrical disturbances, transportation by customer or other causes beyond the control of HPE.

b. Local Availability
Customer may order support from HPE current support offerings. Some offerings, features and coverage (and related software) may vary according to HPE resources and products in your environment or may not be available in all countries or areas. In addition, delivery of support outside of the applicable HPE coverage areas may be subject to travel charges, longer response times, reduced restoration or repair commitments, and reduced coverage hours.

c. Relocation
Relocation of any software under support is the responsibility of customer and is subject to local availability, and may result in changes to support fees. Reasonable advance notice to HPE may be required to begin support after relocation. For software products, any relocation is also subject to the license terms for such software. Customer may be required to execute amended or new documents as a result of relocation.

d. Service Providers
HPE reserves the right and customer agrees to HPE's use of HPE authorized service providers to assist in the delivery of support.

e. Modifications
Customer will allow HPE, at HPE's request and at no additional charge, to modify software products to improve operation, supportability, reliability, or to meet legal requirements.

f. Force Majeure
Neither party will be liable for performance delays nor for non-performance due to causes beyond its reasonable control; however, this provision will not apply to customer's payment obligations.

Learn more at
Data Security & Encryption

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