



# **HPE Proactive Care Services - On-site Analysis Option Service addendum**

## **Support Services**

On-site Analysis is an optional service delivery method that enables certain proactive reporting features of HPE Proactive Care and HPE Proactive Care Advanced support, for those Customers who cannot fully implement HPE’s remote support technologies due to security policy restrictions. It is not available as a standalone offer.

When purchasing this option, Hewlett Packard Enterprise will provide on-site analysis at the frequency specified below as an alternative method for delivering firmware version analysis with prioritized HPE recommendations and best practice advice intended to help customers maintain IT performance and prevent problems. The on-site analysis and its core features, as described in this addendum, specifically replace HPE’s standard Firmware and Software Version Report and the HPE Proactive Scan Report that are normally provided using HPE’s remote support technologies as part of Proactive Care Support or Proactive Care Advanced Support.

As part of the on-site analysis, a Hewlett Packard Enterprise technical consultant will create specific reports and recommendations for up to 10 devices supported under a single HPE Proactive Care or HPE Proactive Care Advanced support agreement at a single Customer site, using on-site HPE tools and data analysis. The reports will be presented to the Customer by the Hewlett Packard Enterprise technical consultant and will not be published on the HPE Support Center unless HPE is requested to do so by the Customer. All Customer data gathered during delivery will remain at the Customer site. Additional On-site Analysis days are available to purchase for any additional HPE devices beyond the 10 covered in the initial option.

This addendum specifically describes the substitute features provided when this option is purchased along with HPE Proactive Care or HPE Proactive Care Advanced support. Please refer to the appropriate HPE Proactive Care or HPE Proactive Care Advanced data sheet for details regarding these underlying support services.

**Table 1. Service features**

<b>Feature</b>	<b>Delivery specifications</b>
<b>Core features</b>	
<b>Preparation and scheduling of meetings</b>	Twice a year, Hewlett Packard Enterprise will meet with the Customer to plan and review the delivery of the Proactive Care On-site Analysis service activities and any software required on the site to perform the analysis. During the preparation and scheduling of each assessment, HPE and the Customer will confirm the current security restrictions/requirements and HPE’s access to the facility.
<b>Firmware version analysis and recommendations</b>	Twice a year, Hewlett Packard Enterprise will come on-site to analyze and prepare an assessment with HPE’s recommendations for the HPE Proactive Care and/or Proactive Care Advanced supported devices. In preparation for the analysis, software tools will be installed to locally collect, analyze, and consolidate the appropriate version recommendations. The Customer will receive a report with recommended firmware versions for supported HPE servers, storage, and networking products. The report will be reviewed with the Customer at the time of delivery.

<b>Best practice advice</b>	<p>Once a year, in conjunction with the presentation of one set of firmware recommendations, Hewlett Packard Enterprise will come to the Customer site and share the latest HPE best practice information pertinent to the Proactive Care/Proactive Care Advanced supported devices. HPE will work with the Customer to determine the best way to proactively identify configuration problems using HPE tools and repositories, including assistance in the setup and use of the latest HPE Smart Update Manager (SUM) software for managing firmware updates, reviewing available health and error files, and providing best practice configuration information for specific service monitoring products as applicable.</p> <p>This option provides one standard business day per year of best practice advice, scheduled in conjunction with the firmware revision analysis activity.</p>
<b>Software update bulletin(s)</b>	<p>Included as part of the firmware version on-site analysis activity, Hewlett Packard Enterprise will provide the Customer with HPE's general software recommendations, which are intended to address critical gaps with individual devices or products as follows:</p> <ul style="list-style-type: none"> <li>• For HP-UX, HPE provides information on the latest Quality Pack patch bundle(s). Quality Pack patch bundles are released regularly and deliver the most reliable and thoroughly tested set of patches for your system</li> <li>• For Microsoft operating systems, HPE delivers a written Microsoft Service Pack Briefing, which addresses the features of the latest Microsoft operating system and server application service packs</li> <li>• For the Linux operating system, HPE reviews Linux patch notifications from Linux suppliers and provides recommendations of patches that are applicable to the Customer's environment based on Red Hat and SUSE Linux versions</li> <li>• For VMware and Microsoft Hyper-V hypervisors, HPE reviews patch notifications from the suppliers and provides recommendations of patches that are applicable to the Customer's environment</li> </ul>
<b>Update installation</b>	<p>This support option does not include the installation of firmware or software updates, patches, or revisions. Hewlett Packard Enterprise can perform update installations for an additional fee.</p>
<b>On-site Analysis Additional Day</b>	<p>This service covers up to 10 HPE Proactive Care or HPE Proactive Care Advanced supported devices at a single Customer site. Customers who require coverage for more than 10 devices can purchase an On-site Analysis Additional Day to extend the service across 10 additional devices. HPE recommends that one additional day be provided for each additional 10 devices.</p>

## Prerequisites

This option is only available to customers with current HPE Proactive Care or HPE Proactive Care Advanced Support coverage.

## Customer responsibilities

The Customer will be required to provide an appropriate Microsoft® Windows® platform to host the required analysis tools and software. All required tools and software remain the property of Hewlett Packard Enterprise and will be uninstalled upon completion of the on-site analysis.

## General provisions/Other exclusions

Use of Proprietary Service Tools for On-site Analysis Activity: Hewlett Packard Enterprise will require the Customer to install or allow HPE to install and subsequently run certain software system and network analysis programs ("Proprietary Service Tools") during delivery of the on-site analysis by HPE. Proprietary Service Tools are and remain the sole and exclusive property of HPE, and are provided "as is." You may not use, sell, transfer, assign, pledge, or in any way encumber or convey the Proprietary Service Tools. Upon completion of the on-site analysis activity, Customer will allow HPE to remove the Proprietary Service Tools, or subject to HPE approval, HPE will allow Customer to remove them provided Customer provides HPE written certification that such removal has been successfully completed.

## **Ordering information**

HPE Proactive Care On-site Analysis configurable/flexible support services are available as follows:

- H8Q83AX HPE Proactive Care On-site Analysis Service
- H8Q84AX HPE Proactive Care On-site Analysis Additional Day Service

HPE Proactive Care On-site Analysis Contractual services are available as follows:

- H8Q83AC HPE Proactive Care On-site Analysis Service
- H8Q84AC HPE Proactive Care On-site Analysis Additional Day Service

For the complete list of HPE Proactive Care On-site Analysis non-configurable/fixed support services, please contact your local Hewlett Packard Enterprise sales representative or Hewlett Packard Enterprise reseller.

## **For more information**

For more information on Hewlett Packard Enterprise support services, contact any of our worldwide sales offices or visit the following website:

[www.hpe.com/services/support](http://www.hpe.com/services/support)