HPE Communications and Media Solutions–Foundation Support

Get fast, reliable access to well-trained experts

Get coverage you need

Things happen. You need to optimize software uptime while maximizing the value of any software investment. Hewlett Packard Enterprise (HPE) Communications and Media Solutions (CMS) Product Support helps you achieve this by providing comprehensive technical support for HPE CMS software. Turn to fast, reliable, well-trained experts who provide advice on its features, problem identification, diagnosis, and resolution.

We've been doing this for more than 25 years, and we have proven our worth to hundreds of clients across the globe. And we provide more than post-sales support to maintain your environment. Our services help optimize uptime, reduce total cost of ownership (TCO), and drive efficient business outcomes. When you need us, we are there.

Empower your business with support

• Maximize your investment—Get updates, upgrades, and new software versions.

• Increase stability—Get better system performance and reduce downtime.

• Reduce TCO—Enable quicker time to resolution and limit resource consumption.

• Increase up time—Gain access to technical resources and HPE experts.

• Get aggressive response time objectives—Get up to 15-minute response times.

• Optimize your environment—Move forward faster with our technical expertise.

Get support services when you need it

HPE CMS Software Support provides a one-stop resource for your support needs. Available 24x7, we log, track, and update HPE CMS software product cases electronically, in an enhanced and secure environment, meeting your privacy needs.

HPE CMS Software Support Online (SSO)* also offers a vast array of HPE software knowledge, providing comprehensive support resources to an unlimited number of users with online incident reporting. It enables users to:

• Search our extensive technical knowledge base for known problems, technical documents, manuals, and patches.*

• Electronically download the latest software patches for HPE software products.*

Insights

• Get support when you need it.

• Empower your business with quick answers.

• Focus on your business instead of communications media software issues

*Please contact your HPE contact point to ensure specific product coverage.

HPE CMS product support at a glance

Because communications and media environments have specific operational needs, HPE CMS designed a portfolio tailored to meet them.

The HPE CMS Product Support portfolio comprises five offers:

• **Lab**—9x5 support offer is designed to cover your noncommercial environment.

• **Basic**—9x5 support offer is designed to cover your noncritical environment.

• **Standard**—24x7 HPE CMS support offer covers HPE CMS Applications.

• **Enhanced**—24x7 HPE CMS Telecom support offer is designed for HPE CMS Network Platforms and selected HPE CMS Applications.**

• **Critical**—24x7 HPE CMS Telecom Critical support offer, with aggressive service-level objectives (SLOs), is available on limited products and geographies, and is designed to answer your unique needs.***

HPE CMS product support features
Each support offer includes a set of features:

• SLOs specific to each support offer

• Technical resources access

• Technical incident prioritization, giving you fast access to HPE CMS support expertise

• Priority routing and handling for quicker resolution

• Escalation management

• Software updates and upgrades—HPE CMS support grants access to HPE CMS Application and Network Platform upgrades and updates, if and when generally available.

• Concurrent support

• Clearly defined support terms and conditions during each product lifecycle phase

HPE CMS software support terms

This support offering is governed by the agreement referenced in the quotation for support services (terms). All capitalized terms used in this data sheet, but not otherwise defined, will have the meaning assigned to them in the Terms. In the event of conflicts between this data sheet and the Terms, this data sheet shall take precedence.

HPE CMS Application means a software application branded and sold by HPE CMS. The support policy guidelines document lists the HPE CMS Applications.

HPE CMS Network Platform means a platform dedicated to integrate, develop, and execute network applications to fulfill specific client requirements for services. HPE CMS Network Platforms may typically include, but are not limited to, a hardware architecture, CMS products, operating system, software APIs, framework, application server(s), run-time environment, debug environment, software library, compilers, editor, graphical elements, third-party software, and virtual machines. The HPE CMS Network Platform list can be found in the HPE CMS Support Policy Guidelines document.

Third-party software products include any product or support that does not bear a trademark or service mark of Hewlett-Packard Enterprise or any Hewlett Packard Enterprise affiliate. Distribution of certain third-party software product updates, upgrades, license agreements, and/or license keys may be provided directly from third-party vendors to clients.

**Refer to HPE CMS Support Policy Guideline to check availability.

***Contact you HPE sales contact to validate product availability and geographical coverage.

HPE CMS Software Support covers HPE CMS Applications and Network Platforms and may cover selected third-party products—provided the client has an active, current support contract. It does not include firmware and operating system software associated with hardware. The support contract references all products under support.

HPE Technical Resources access is provided through HPE CMS SSO, HPE IT Resource Center (ITRC), or telephone for assistance in resolving software or operations problems.

Support delivery language is provided in English and the local language on first access in most major countries. Depending on language knowledge and resource availability, support may be available in French, German, Italian, Japanese, Korean, Spanish, Portuguese, Russian, or Chinese (Cantonese or Mandarin). Support outside standard local business hours may be provided in English only.

Escalation management uses HPE escalation procedures to solve complex software problems. Local HPE management coordinates problem escalation, rapidly enlisting the skills of key problem-solving experts throughout HPE and with selected third parties.

Software versioning
A major version (also referred to as an upgrade) may include major enhancements or new functionality to the software. It is denoted by a change to the left of the first decimal point (for example, 6.0 to 7.0). A major version is provided on a when-and-if-available basis and only with continuous active support. There may be possible disruption in backward compatibility of interfaces.

A minor version (also referred to as update) is a technical enhancement to improve existing functionalities or provide functional enhancement to the software. It is denoted by a change to the right of the first decimal point (for example, 6.1 to 6.2). Minor version is provided on a when-and-if-available basis and only with continuous active support.

A maintenance version is a collection of fixes within a minor version denoted by a change to the right of the second decimal point (for example, 6.0.1 to 6.0.2 and D.60.05 to D.60.06). It is provided on a when-and-if-available basis and only with continuous active support.

Software updates, upgrades, and options

Upgrade means enhancements to software are in the form of new or improved functionality or features that are commercially released and generally made available by HPE CMS. Upgrades are also referred to as a major version.

Update means bug fixes and minor software enhancements that are commercially released and generally made available by HPE CMS. An update can be a minor or maintenance version.

Options, or Optional release content, consists of a set of à-la-carte features made available through an upgrade or update, which clients can purchase as an individual option.

Access to upgrade and update
HPE CMS Support grants access to software upgrades and updates, if and when they are generally available and only with a valid continuous support contract. For selected third-party software, HPE can provide instructions on how to obtain any third-party updates provided under this service offering—from HPE or delivered directly from the third party. HPE may provide a list of software and/or hardware requirements for satisfactory operation of updates or upgrades. Support is conditional on the installation of the latest product updates that HPE provides during this period.

Right to new version
With right to new version (RTNV), HPE CMS provides a free upgrade, where one license of a feature in a previous product version is replaced by one license of this feature in the new product version. Access to this upgrade is granted, provided the client has an active, current support contract; previously had access to RTNV; and, clients purchasing support for HPE CMS Applications and HPE CMS Network Platforms.

Prerequisites and limitations
- Upgrades and updates correspond to HPE CMS Software and do not include integration, transfer, and migration services; hardware or third-party software products; or improvements that may be required for the satisfactory operation of any related update or upgrade.

- Access to upgrade is limited to non-discontinued features.

- Free access to the next major version N is not provided by HPE CMS, starting six months after the end of sales of the final minor version of major version N-1 for HPE CMS Applications and HPE CMS Network Platforms.

- Upgrades and updates are available for similar hardware and operating system versions and do not cover significant hardware or operating system changes, for example, moving from HP-UX to Linux or Windows.

Concurrent support

The concurrent support period is defined as the period during which the client is allowed to execute concurrently two versions of a software product in order to perform migration from one version to the next version (keeping identical capacity in his application/solution).

The new product version is granted according to the support contract for the same product reference, and the same or equivalent quantity. In this document, the new version granted in such way is referred as the upgraded version, and the version that is being upgraded is referred as the earlier version.

Every time an upgraded version is made available, a migration period of six months, called the concurrent support period, begins at the date on the delivery of said Upgrade. During the concurrent support period, HPE authorizes the client to use both—the earlier version and upgraded version—with the only purpose of performing activities necessary to migrate to the HPE CMS Software, and manage the same environment that is being currently managed using the earlier version. At the end of the concurrent support period, the license for the earlier version will terminate.

Response time

Response time is the elapsed time from when the client contacts HPE CMS with a request for product assistance, to the point that the client is engaged with a technical support specialist for the product. Response time goals are provided as typical initial response times. HPE uses commercially reasonable efforts to meet response time goals. Response time goals in no way create a legal requirement or obligation for HPE to always provide such response in the stated time.

Resolution time

The elapsed time from when the client contacts HPE CMS with a request for product assistance, to the point when HPE CMS has provided a workaround, or resolved the problem without the need for a software fix, is called the resolution time. Resolution time goals are provided as typical resolution times. HPE uses commercially reasonable efforts to meet resolution time goals. Resolution time goals in no way create a legal requirement or obligation for HPE to always provide a resolution in the stated time.

Fix time

The elapsed time from when the client contacts HPE CMS with a request for product assistance, to the point when HPE CMS has resolved the problem by availability of a software hot-fix or patch or release (in which the defect is resolved), is called the fix time. Fix time goals are provided as typical resolution times. HPE uses commercially reasonable efforts to meet fix time goals. Fix time goals in no way create a legal requirement or obligation for HPE to always provide a resolution in the stated time.

Severity critical

These include conditions that severely affect service, capacity, and traffic, as well as billing and maintenance capabilities, and require immediate corrective action for which there is no workaround or redundancy. Examples include:

• A loss of service that is comparable to the total loss of effective functional capability of an entire switching or transport system

• An important reduction in capacity or traffic-handling capability such that expected loads cannot be handled

• Any loss of safety or emergency capability (emergency 911 or 112 calls)

Severity major

These include conditions that seriously affect system operation, maintenance, or administration, and require immediate attention. The urgency is less than in critical situations because of a lesser immediate or impending effect on system performance, users, telecom service subscribers, and the client operation and revenue.

Severity minor

These include conditions that do not significantly impair system function and do not significantly affect client services.

Severity no impact

These conditions have no effect on client service.

HPE CMS Support Service Level Objectives (SLOs)

The HPE support engineer assesses the severity of the request, based on the client's description of the problem, and assigns a severity level as described in Table 1. HPE Support Targeted Response and resolution objectives are also described in the table. This table is only applicable to HPE CMS products; third-party SLO targets, if any, are defined separately.

Table 1: HPE CMS basic 9x5 SLOs

BASIC 9X5—LOCAL BUSINESS HOURS AND BUSINESS DAYS	SEVERITY LEVEL 1 CRITICAL	SEVERITY LEVEL 2 MAJOR	SEVERITY LEVEL 3 MINOR	SEVERITY LEVEL 4 NO IMPACT
Response time goals	2 business hours	6 business hours	1 business day	2 business days
Resolution time goals	5 calendar days	14 calendar days	n/a	n/a
Fix time goals	60 calendar days	120 calendar days	180 calendar days	n/a

Note: Basic 9x5 may not be appropriate in certain commercial environments. Please contact your HPE support representative to discuss.

Table 2: HPE CMS standard 24x7 support SLOs

STANDARD—24/7, MONDAY THROUGH SUNDAY INCLUDING ALL BANK AND PUBLIC HOLIDAYS	SEVERITY LEVEL 1 CRITICAL	SEVERITY LEVEL 2 MAJOR	SEVERITY LEVEL 3 MINOR	SEVERITY LEVEL 4 NO IMPACT
Response time goals	1 hour	4 business hours	1 business day	2 business days
Resolution time goals	3 calendar days	10 calendar days	n/a	n/a
Fix time goals	60 calendar days	120 calendar days	180 calendar days	n/a

Note: HPE CMS Standard 24x7 Support is available for HPE CMS Network Platform and HPE CMS Applications as documented in the HPE CMS Support Policy Guidelines document.

Table 3: HPE CMS enhanced 24x7 support SLOs

ENHANCED—24/7, MONDAY THROUGH SUNDAY INCLUDING ALL BANK AND PUBLIC HOLIDAYS	SEVERITY LEVEL 1 CRITICAL	SEVERITY LEVEL 2 MAJOR	SEVERITY LEVEL 3 MINOR	SEVERITY LEVEL 4 NO IMPACT
Response time goals	30 minutes	1 hour	1 business day	1 business day
Resolution time goals	8 hours	3 calendar days	n/a	n/a
Fix time goals	60 calendar days	120 calendar days	180 calendar days	n/a

Note: HPE CMS Enhanced 24x7 Support is available for HPE CMS Network Platform and HPE CMS Applications as documented in the HPE CMS Support Policy Guidelines document.

Table 4: HPE CMS critical 24x7 telecom critical support SLOs

CRITICAL—24/7, MONDAY THROUGH SUNDAY INCLUDING ALL BANK AND PUBLIC HOLIDAYS	SEVERITY LEVEL 1 CRITICAL	SEVERITY LEVEL 2 MAJOR	SEVERITY LEVEL 3 MINOR	SEVERITY LEVEL 4 NO IMPACT
Response time goals	15 minutes	30 minutes	1 business day	1 business day
Resolution time goals	4 hours	8 hours	n/a	n/a
Fix time goals	28 calendar days	56 calendar days	120 calendar days	n/a

Note: HPE CMS Critical 24x7 Telecom Critical Support is available for certain geographies and network platforms and applications. Please contact your HPE support sales representative to validate availability.

Understand HPE CMS Support in the product lifecycle

Active support
Active support is the support period for the HPE CMS Application or the HPE CMS Network Platform after the general availability (GA) of the HPE CMS Application or HPE CMS Network Platform software version and before end of support of the HPE CMS Application or HPE CMS Network Platform software version.

End of sale date
The end of sale date is the date when a given version of a CMS product is no longer commercially available and unable to be ordered from the current HPE product catalog.

Table 5: Active support of HPE CMS Application and Network Platforms

TYPE	ACTIVE SUPPORT PERIOD
HPE CMS Application	A version (Major or Minor) is supported for 24 months after the release General Availability (GA) of the second version (Major or Minor) following this version. At the end of a product life, every current version is supported for 24 months after the End of Sale of this version.
HPE CMS Network Platform	Each minor version N.m is supported for 36 months after the End of Sale of this minor N.m with the exception of the final minor, which is supported for 60 months after the End of Sale of the major N.

Table 6: Level of active support for major and minor versions

LEVEL OF ACTIVE SUPPORT	SEVERITY CRITICAL	SEVERITY MAJOR	SEVERITY MINOR	SEVERITY NO IMPACT
Investigate a problem in the current version	Y	Y	Y	Y
Deliver a fix for the affected version*	Y	Y	N	N
Implement a fix in a future version	Y	Y	Y	N

If the HPE CMS product is based on or requires an operating system, third-party product(s), or hardware that is no longer supported, support for the HPE CMS product may be shortened or limited.

If the HPE CMS product requires an operating system, a third party product(s), or a hardware product, the delivery of a software fix from HPE may require that this Operating System, third party product, or hardware has an active support contract.

* Update to the latest maintenance release is typically required.

Discontinued version of a product

When a version of a product has reached the end of sale date, this version becomes discontinued and is further referred to as the discontinued version of a product. The discontinued version of a product can no longer be purchased. It may, however, be possible to buy additional licenses until the version becomes obsolete.

If the HPE CMS product is based on or requires an operating system, third-party product(s), or hardware that is no longer supported, support for the HPE CMS product may be shortened or limited.

End of support date

The end of support date is the date used when a given version of a product is no longer supported by HPE. At the end of support date, extended support may be available.

Obsolete version of a product

When a version has reached the end of support date, this version becomes obsolete and is further referred to as an obsolete version of a product.

Warranty and support services

HPE standard software warranty provides clients with a 90-day warranty. During this period, at our discretion, we will repair or replace the elements found not to be conforming to the product's technical specifications. The client must purchase support services that will run concurrently with the warranty period. Warranty does not provide support services, such as break/fix support, phone-in support, and so forth.

Exclusions:

Hewlett Packard Enterprise 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. Client's noncompliance with HPE specification, statements of work, or this data sheet

3. Improper or inadequate maintenance or calibration

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

5. Modifications not preformed or authorized by HPE

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

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

Extended support

Extended Support for obsolete HPE CMS Software can be offered in specific cases.

If available, extended Support may be offered for a period up to two years from expiration of active support.

HPE reserves the right to restrict extended support offers in specific geographies and/or for limited time periods. Product-specific end dates for extended Support are published on **HPE SSO obsolescence and migration websites**.

Prerequisites—Clients will ensure HPE-recommended operating system versions and software patch levels are installed on supported servers. Additionally, clients will ensure HPE-recommended versions of third-party products are installed on supported systems. Appropriate versions of third-party products are determined by CMS product versions and patch levels.

Some third-party components may have reached their end-of-support life and no longer be supported by the software vendor. In this scenario, HPE will provide "best effort" support for any third-party products past their support end date. All implied service levels for such third-party products will be aligned to limited service level objectives for extended support.

Limitations—Product versions in HPE Extended Support will not receive new enhancement requests, security patches, fixes, or document changes. Available fixes are provided for current, installed versions only. If problems develop where HPE products work with third-party components, HPE will use commercially reasonable efforts to resolve issues with no support commitment.

Right to new version

For products where HPE determines the risks of running older software is too great, HPE reserves the right to exclude, reduce the time period, or remove extended support with RTNV. Support details for specific products, are published on the HPE SSO obsolescence and migration website.

Table 7: Typical level of service during obsolescence

LEVEL OF SERVICE DURING OBSOLESCENCE	SEVERITY CRITICAL	SEVERITY MAJOR	SEVERITY MINOR	SEVERITY NO IMPACT
Investigate a problem in the current version	Y	Y	N	N
Deliver a relief for the affected version	Y	Y	N	N
Implement a fix in a future version	N	N	N	N

Note: If the HPE CMS product is based on or requires an operating system, third-party product(s), or hardware that is no longer supported, support for the HPE CMS product may be shortened or limited.

Support cancellation

A support contract can be canceled or amended by either party—for example, removing products—with effective dates beginning on the support contract's annual anniversary, with 60 days prior, written notice. Fee adjustments are effective at the next renewal date of the support contract.

Return to support

If the client lets support lapse, HPE will charge the client all past support fees and a 50 percent penalty for total past fees before resuming support. HPE may further require the client to perform hardware or software upgrades or updates. The client may re-enroll after paying the following outstanding balances:

• Annual support fees for the renewal term

• 100 percent of fees owed from previous, expired support periods, which bring the account current

• 50 percent administration fee, if applicable

Support contract start

The CMS Software Support contract begins on product delivery or license entitlement certificate to customer.

Learn more at
hpe.com/services/cms-support-offerings

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Sign up for updates

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