



HP Premium Support Service for HP TippingPoint products

Resolve reliability and security issues of your network

Service overview

HP Premium Support Service for HP TippingPoint NGIPS products consists of hardware and software services that enable you to increase the availability, reliability, and security of your network. HP TippingPoint technical resources work with your team to help you to resolve hardware and software problems with your HP TippingPoint products.

HP Premium Support Service offers advanced hardware exchange for eligible HP TippingPoint products. When a hardware return is necessary, HP ships a replacement product or part to your location free of freight charges. Replacement products or parts are new or equivalent to new in performance.

As they become available, HP Premium Support Service also provides you with software updates for eligible HP TippingPoint products to help improve the security of your network. Software updates and technical documentation can be downloaded from HP TippingPoint Threat Management Center (TMC).

In addition, HP Premium Support Service provides you with access—24 hours per day, 365 days per year—to technical support for both software and hardware to help you resolve incidents quickly and efficiently.

HP Premium Support Service also provides you with Digital Vaccine (DV) filters on supported devices that provide rapid inoculation against emerging threats to your network. These DVs are delivered at least once a week, and more frequently whenever critical vulnerabilities and threats emerge, and can be deployed automatically with no user interaction required. Through the HP ThreatLinQ website, the HP TippingPoint DV Labs team provides information on every filter, as well as information on attack events occurring globally. You can use this information to fine-tune your configurations for more comprehensive protection.

Optionally, HP Premium Support Service can be purchased with ReputationDV subscription service on supported devices for an additional fee. ReputationDV provides a frequently updated list of IP addresses and DNS names of “known bad” hosts that have shown malicious behavior. Users can implement policies to block network traffic coming from and going to these sites to further protect their networks from emerging threats.

Service benefits

- Helps protect your network against known and emerging security threats
- Improves or maintains system uptime
- Provides access to HP technical resources for problem resolution
- Contributes to improved system performance and lowers downtime that may occur due to software defects
- Allows your IT resources to stay focused on their core tasks and priorities
- Offers reliable response times

Service feature highlights

- 24x7 coverage window
- Escalation management
- Access to electronic support information and services
- Remote access
- Remote problem diagnosis and support

Hardware

- Hardware technical support
- Advanced exchange

Software

- License to use software updates
- Access to technical resources
- Software product and documentation updates
- Software support
- Software electronic support
- Installation advisory support
- Problem analysis and resolution
- Software features and operational support

Digital Vaccine (DV)

- Weekly DV updates
- Emergency DV updates
- ReputationDV (optional service, additional fee applies)

Specifications

Table 1. General service features

Feature	Delivery specifications
24x7 coverage window	The service coverage window specifies the time during which the customer may call HP. Service is available 24x7, including HP holidays. This coverage window is subject to local availability.
Escalation management	HP has established formal escalation procedures to facilitate the resolution of complex problems. Local HP management coordinates problem escalation, enlisting the skills of appropriate HP resources or select third parties to assist with problem solving.
Access to electronic support and services	As part of this service, HP provides access to certain electronic and Web-based tools, including TMC. The customer has access to: <ul style="list-style-type: none"> • Certain capabilities made available to registered users, such as downloading select HP software and firmware patches, subscribing to hardware-related proactive service notifications, and participating in support forums that enable problem solving and best practice sharing with other registered users • Expanded Web-based searches of technical documents to facilitate faster problem solving • HP proprietary service diagnostic tools with password access
Remote access	At the option of HP and with customer approval, select remote access tools may be used to facilitate problem solving. The use of these tools allows HP to work interactively with the customer and facilitates remote diagnosis of problems with the customer's system. The customer can choose to use any of these remote access tools to assist in the resolution of service requests. Only HP-approved tools are to be used as a part of this feature.
Remote problem diagnosis and support	When experiencing a problem, the customer must use established communication channels to initiate a support request with HP. HP provides basic telephone or email technical assistance with installation, product configuration, setup, and problem resolution. Prior to any remote or offsite assistance, HP may ask the customer to provide relevant information, start diagnostic tools, and perform other supporting activities at the request of HP. HP then works with the customer remotely to isolate the hardware problem.

Table 2. Hardware service features

Feature	Delivery specifications
Hardware technical support	For assistance in hardware problem diagnosis and resolution for select HP products, HP provides the customer's technical assistance center (TAC) or certified technician with priority access to HP Level 2 technical specialists via telephone or electronic communication.
Advance exchange	HP will confirm, prior to the close of standard business hours, that a part or unit will be shipped in advance of HP's receipt of the defective part or unit. Such shipment will be initiated within one business day, and is usually shipped the same business day if requests are submitted before 2 p.m. CST in the United States. Outside the US, shipment is subject to local requirements and carrier availability. The customer must return the defective part within the time specified by HP, which must not be greater than 30 days from the shipment of the replacement part by HP. The replaced product becomes the property of HP. For a part not returned within the specified time period, the customer is billed at full country list price. HP assumes all risk of loss or damage to parts in transit to the customer or parts being returned to HP. HP pays the cost of shipping to and from the customer's location, within the country of purchase.

Table 3. Software service features

Feature	Delivery specifications
License to use software updates	The customer receives the license to use software updates to HP or HP-supported third-party software for each system, socket, processor, processor core, or end-user software license covered by this service, as allowed by the original HP or original manufacturer software license terms. The license terms shall be as described in the HP software licensing terms corresponding to the customer's prerequisite underlying software license, or in accordance with the current licensing terms of the third-party software manufacturer, if applicable, including any additional software licensing terms that may accompany such software updates provided under this service.
Access to technical resources	For assistance in software problem diagnosis and resolution on select HP products, HP provides the customer's TAC or certified technician with priority access to HP Level 2 technical specialists via telephone, email, or electronic communication for assistance in resolving software implementation or operation problems.
Software product and documentation updates	As HP releases updates to HP software, the latest revisions of the software and reference manuals are made available to the customer. For select third-party software, HP provides software updates as such updates are made available from the third party, or HP may provide instructions on how to obtain any software updates directly from the third party. A license key or access code, or instructions for obtaining a license key or access code, is also provided to the customer when required to download, install, or run the latest software revision. HP TippingPoint products, software updates, and upgrades can be downloaded from the TMC website. For other HP-supported third-party software, the customer may be required to download updates directly from the vendor's website. For certain products, HP automatically delivers the software and documentation updates to the customer on either physical media or electronic media when new revisions are made commercially and generally available.
Software support	Once a software problem is logged, an HP Solution Center engineer responds to telephone calls within one hour and to emails within two hours. HP provides corrective support to resolve identifiable and customer-reproducible software product problems. HP also provides support to help the customer identify problems that are difficult to reproduce. In addition, the customer receives assistance in troubleshooting problems and determining configuration parameters for supported configurations.
Software electronic support	As part of this service, HP provides access to certain software-related electronic and Web-based tools and services, as applicable. The customer has access to certain capabilities made available to registered users, such as conducting searches of technical support documents and knowledge databases to facilitate faster problem-solving, downloading selected HP software and firmware patches, participating in support forums for solving problems and sharing best practices with other registered users, and using a Web-based tool to submit questions directly to HP.

Table 4. Software service features

Feature	Delivery specifications
Weekly DV updates	DV updates, which help to provide protection from new and emerging threats, are provided at least once a week via the TMC. DV updates can be configured to update automatically or through manual intervention.
Emergency DV updates	Additional updates may be provided on a prioritized basis as critical vulnerabilities are identified.
ReputationDV updates (optional service)	ReputationDV updates, which include IP addresses and DNS names of "known bad" hosts, are provided multiple times per day via the TMC. ReputationDV updates can be configured to update automatically or through manual intervention.

Table 5. Service-level options

Feature	Delivery specifications
24x7, including HP holidays	This service is available 24x7, including HP holidays.

Coverage

- Consumable items including, but not limited to, removable media, batteries, and tablet PC pens, maintenance kits, and other supplies, as well as user maintenance and non-HP devices, are not covered by this service.
- For components that are discontinued, an upgrade path may be required. HP works with the customer to recommend a replacement. Not all components have available replacements in all countries due to local support capabilities.

Customer responsibilities

The customer should appropriately package and prepare for pickup or shipment to the HP designated repair center. HP may require the customer to include a printout of any previously conducted self-test results together with the defective product.

If required by HP, the customer or HP authorized representative must register the hardware product to be supported within 10 days of purchase of this service, using the registration instructions within the HP Care Pack or the email document provided by HP, or as otherwise directed by HP. In the event that a covered product changes location, registration (or a proper adjustment to existing HP registration) is to occur within 10 days of the change.

The customer is responsible for installing, in a timely manner, critical customer-installable firmware updates and patches, as well as customer self repair parts and replacement products delivered to the customer. In order to receive support and security protection, the customer must be on a currently supported version of all software and have the latest DV updates.

In addition, the customer:

- Needs to register to use an HP or third-party hosted electronic facility in order to obtain software product information, download software patches, or download new software product revisions
- Takes responsibility for acting upon any hard copy or email notification the customer may receive in order to download the software update or to request the new software update on media, where this option is available
- Uses all software products in accordance with current HP software licensing terms corresponding to the customer's prerequisite underlying software license, or in accordance with the current licensing terms of the third-party software manufacturer, if applicable, including any additional software licensing terms that may accompany such software updates provided under this service
- Retains, and provides to HP upon request, all original software licenses, license agreements, license keys, and subscription service registration information, as applicable for this service

- Is responsible for all data backup and restore operations
- Provides all information necessary for HP to deliver timely and professional remote support and to enable HP to determine the level of support eligibility
- Adheres to licensing terms and conditions regarding the use of any HP service tools used to facilitate the delivery of this service, if applicable
- Is responsible for registering to use HP electronic facility in order to obtain software product information and to download HP software patches

In cases where customer self repair parts or replacement products are shipped to resolve a problem, the customer is responsible for returning the defective part or product within a time period designated by HP. In the event that HP does not receive the defective part or product within the designated time period or if the part or product is physically damaged upon receipt, the customer is required to pay a fee for the defective part or product, as determined by HP.

It is the customer's responsibility to remove all personal and confidential data from the defective product before it is returned to an HP-designated location for repair or replacement; HP is not responsible for data stored on the returned product.

The customer should agree to pay additional charges if the customer requests that HP install customer-installable firmware updates or patches. Any additional charges to the customer will be on a time-and-materials basis, unless otherwise previously agreed in writing by HP and the customer.

Service limitations

At the discretion of HP, service is provided using a combination of remote diagnosis and support, services delivered at an HP designated repair center, and other service delivery methods. Other service delivery methods may include the delivery, via a courier, of customer-replaceable parts such as a keyboard, a mouse, or an entire replacement unit. HP determines the appropriate delivery method required to provide effective and timely customer support.

For the customer with multiple systems at the same location, HP may limit the number of physical media sets containing software product and documentation updates provided as part of this service.

The response time stated herein is provided as a typical initial response time to customer technical support requests. The response time in no way creates a legal requirement or obligation for HP to always provide such response in the stated time.

Any services not clearly specified in this document or in an associated statement of work are excluded from this service.

Activities such as, but not limited to, the following are excluded from this service:

- Services required due to failure of the customer to incorporate any system fix, repair, patch, or modification provided to the customer by HP
- Services that, in the opinion of HP, are required due to unauthorized attempts by non-HP personnel to install, repair, maintain, or modify hardware, firmware, or software
- Backup, recovery, and support of the operating system, other software, and data
- Services that, in the opinion of HP, are required due to improper treatment or use of the product
- Services required due to failure of the customer to take avoidance action previously advised by HP
- Operational testing of applications, or additional tests requested or required by the customer

General provisions/Other exclusions

HP reserves the right to charge, on a time-and-materials basis, for any additional work over and above the service package pricing that may result from work required to address service prerequisites or other requirements that are not met by the customer.

The ability of HP to deliver this service is dependent upon the customer's full and timely cooperation with HP, as well as the accuracy and completeness of any information and data the customer provides to HP.

Travel charges may apply in some geographic locations. Please contact a local HP representative for details.

Ordering information

HP Premium Support Service for HP TippingPoint products may be ordered using service product number HK697A¹ and HP Premium Support plus ReputationDV Service may be ordered using service product number H2W18A² as well as appropriate Care Pack product numbers.

^{1,2} HP Premium Support Service for HP TippingPoint products is governed by the HP Customer Terms Portfolio unless otherwise specified in the support quotation document (the "Terms"). All capitalized terms used in this data sheet, but not otherwise defined, 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.

About HP Enterprise Security

HP is a leading provider of security and compliance solutions for modern enterprises that want to mitigate risk in their hybrid environment and defend against advanced threats. Based on market-leading products from HP ArcSight, HP Atalla, HP Fortify, and HP TippingPoint, the HP Security Intelligence Platform uniquely delivers the advanced correlation, application protection, and network defenses to protect today's hybrid IT infrastructure from sophisticated cyber threats. Find out more at: hpenprisesecurity.com/products/hp-tippingpoint-network-security.

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