



Addendum to HPE Software Enterprise Support data sheet

This addendum applies to Bloombase StoreSafe, Adallom Cloud Protection Platform “Adallom,” and HPE Atalla Information Protection and Control “HPE Atalla IPC” products (“Products”) as outlined herein (the “addendum”) it amends and is made part of the HPE Software Enterprise Support data sheet (the “Support data sheet”), version **4AA4-4792ENN**.

The provisions of this addendum are intended to add or modify the provisions of the Support data sheet for the 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.

HPE Software Enterprise Support modifications

Certain sections of the HPE Software Enterprise data sheet are modified as follows for the Products.

HPE Software Support Online

Support is delivered via the contact points, support resources, and access methods described in the following sections, and do not utilize HPE Software Support Online (SSO) at this time. All references in the Support data sheet to HPE Software Support Online should be replaced with the information provided in this addendum.

Contacting HPE Support

We make it easy for you to reach us and open a support case for the Products, with options for email and telephone.

Email (preferred method)

Send an email to datasecurity.atalla.support@hpe.com describing your issue. Be sure to include the product name along with a brief description of your problem or question.

Telephone

Call our automated case processing service at +1 (408) 548-7561. Please clearly provide your name and contact telephone number along with the product name and a brief description of your problem. A customer support representative will contact you.

How to open a case

Via email

1. HPE Support representative will open a case based on the email.
2. You will receive an email notification with a case number.
3. One of our support representatives will contact you with next steps to triage the issue.

Via telephone

1. Call the automated support service, providing your name and contact telephone number along with the product name and a brief description of your problem.
2. Your voicemail will be converted into a case, assigned a case number, and dropped into our incoming case queue.
3. One of our support representatives will contact you with next steps to triage the issue.

Accessing software updates and patches

Updates to reference manuals, training, knowledge base, and frequently asked questions (FAQs) will be posted by our partners.

Bloombase StoreSafe: Customers can access updates through the Bloombase SupPortal at supportal.bloombase.com using SupPortal ID login credentials provided by Bloombase at time of purchase. Customers will receive email notifications from Bloombase on patches and updates.

Adallom: Customers can access updates at the Adallom Help Center at support.adallom.com using login credentials provided by HPE at time of purchase. Customers will receive email notifications from Adallom on patches and updates.

HPE Atalla IPC: Customers can access updates to HPE Atalla IPC software, reference manuals, and patches at secureislands.com/DownloadsHP using login credentials provided by HPE at the time of purchase.

HPE Software Enterprise Priority Support

Enterprise Priority Support and the following related options are not available at this time for the Products:

- Reactive support services
- Named Account Support Engineer (NASE) as a primary HPE Software Support point of contact
- Enhanced initial response time for impact level one and level two incidents
- Local language support delivered by an NASE

Support delivery languages

Support is primarily delivered in the English language only. From time to time, support may be available in other languages; however, there is no guarantee of availability.

Term licenses (if applicable)

With the purchase of Software Support in combination with a term license, Hewlett Packard Enterprise provides support via the contact points, support resources, and access methods described in the preceding sections. SSO is not utilized for ongoing support or logging new support cases.

Choice of coverage window

Support is provided via the HPE Software Enterprise Support 24x7 coverage option for all Products.

- HPE Software Enterprise Standard Support: Available 24 hours per day, Monday through Sunday, 365 days per year.

End of support

Hewlett Packard Enterprise provides support for the current and previous Minor Versions of the current Major Version. Hewlett Packard Enterprise will support the last Minor Version of a Major Version (for example, 6.2) for either (i) twenty-four (24) months from the date when a new Major Version (for example, 7.0) becomes generally available or, (ii) until the date when the next Major Version (for example, 8.0) becomes generally available, whichever occurs earlier.

Learn more at

hpe.com/software/CloudAccessSecurity

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