

# HPE Proactive Care Service

## Supported products list

### Service availability

**HPE Proactive Care Service** is provided on the following products:<sup>1</sup>

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#### **HPE ProLiant server products**

Hardware, software, joint-ware, and InfiniBand products

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#### **HPE Integrity server products**

Hardware with HP-UX operating environment (OE) software

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#### **HPE Synergy server products**

Hardware, software, virtual-connect, switches and interconnects

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#### **HPE BladeSystem products**

Hardware, software and interconnects except for Non-stop BladeSystem

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#### **HPE Networking products**

Hardware, software, and joint-ware except for IP phones and HPE VCX products

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#### **HPE Storage products**

Hardware, software, and joint-ware except for HPE Nimble Storage, HPE 3PAR E- and S-class

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#### **x86 third-party software resold by HPE<sup>2</sup>**

##### **Operating systems:**

Microsoft® Windows® Server (x86)  
Red Hat® Enterprise Linux®  
SUSE Linux Enterprise Server (SLES)

##### **Virtualization software:**

Microsoft Hyper-V, System Center VMM  
Red Hat Enterprise Virtualization Hypervisor, Red Hat Enterprise Virtualization Manager, Red Hat Kernel-based Virtual Machine (KVM)  
VMware vSphere®, VMware vCenter Server®, VMware vCenter Operations Manager, VMware vCloud Suite®, VMware vCloud Automation Center, VMware Virtual SAN, VMware Site Recovery Manager™ (SRM), VMware Horizon®, VMware vSphere with Operations Management (vSOM), VMware NSX®

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#### **HPE Management Software products**

HPE OneView  
HPE OneSphere  
HPE Integrated Lights-Out Advanced, Essential, Scale-Out  
HPE Insight Cluster Management Utility (Insight CMU)  
HPE Insight Control (including Linux version and extensions for Microsoft System Center and VMware vCenter Server)  
HPE Insight Control Server Provisioning  
HPE Virtual Connect Enterprise Manager

<sup>1</sup> For more specific product availability, please contact your HPE representative.

<sup>2</sup> At any point in time, HPE supports the current and immediately previous release.



## Service availability (continued)

### HPE ConvergedSystem products

HPE CloudSystem solutions  
HPE ConvergedSystem 300 for Vertica  
HPE ConvergedSystem 300 for Microsoft Analytics Platform (APS)<sup>3</sup>  
HPE AppSystems for SAP HANA<sup>4</sup>  
HPE ConvergedSystem 500 for SAP HANA<sup>4</sup>  
HPE ConvergedSystem 900 for SAP HANA<sup>4</sup>  
HPE solutions for SAP® NetWeaver Business Warehouse Accelerator (BWA)<sup>4</sup>  
HPE ConvergedSystem 300 for Virtualization-Standard (VMware®), HPE ConvergedSystem 300 for Virtualization-Performance (VMware)  
HPE ConvergedSystem 700 for Virtualization (VMware)  
HPE ConvergedSystem 700x Foundation, HPE ConvergedSystem 700x for VMware, HPE ConvergedSystem 700x for Microsoft  
HPE ConvergedSystem 750 Foundation, HPE ConvergedSystem 750 for VMware, HPE ConvergedSystem 750 for Microsoft

### HPE SimpliVity products

HPE SimpliVity hardware and software

### Collaboration with third-party vendors

#### Basic software support and collaborative call management

In cases where Proactive Care is not available or is not purchased on selected non-HPE software products that reside on eligible hardware equipment covered by Proactive Care, HPE may provide basic software support for non-HPE software products along with collaborative call management. Refer to [hpe.com/services/collaborativesupport](https://hpe.com/services/collaborativesupport) for a list of the applicable non-HPE software products. Refer to the [Proactive Care data sheet](#) available through your HPE representative for a description of basic software support for non-HPE software products and collaborative call management.

#### Collaboration with SAP

In cases where the customer purchases Proactive Care on HPE solutions for SAP NetWeaver Business Warehouse Accelerator, HPE AppSystems for SAP HANA, HPE ConvergedSystem 500 for SAP HANA, or HPE ConvergedSystem 900 for SAP HANA, HPE provides infrastructure solution support (including operating system). As part of that support, HPE will work with SAP on resolving complex interoperability issues between the infrastructure and the application. HPE will initiate the collaborative engagement with SAP, or if the customer prefers, the customer may contact SAP directly to initiate the engagement. HPE will keep the HPE support case open until resolution. The customer is also required to have a support contract with SAP. Collaboration with SAP is designed to address complex interoperability issues. If it is clear at the point of case logging that the incident is isolated to the HPE infrastructure or to the SAP application, the customer should log the case directly with the relevant vendor.

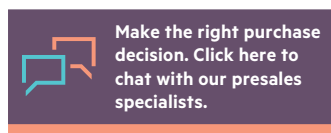
#### Collaboration with Microsoft

In cases where the customer purchases Proactive Care on HPE ConvergedSystem 300 for Microsoft Analytics Platform (APS), HPE and Microsoft will work together to coordinate support and problem resolution. Customers are directed to contact Microsoft first for all support needs, but they may also contact HPE first if they prefer. If the case is determined by Microsoft to be unrelated to Microsoft software, then the customer may log the case with HPE, or request that Microsoft log the case on their behalf. HPE provides infrastructure solution support and Microsoft supports the Microsoft software. As part of that support, HPE will collaborate with Microsoft, as needed. The customer is also required to have a support contract with Microsoft.

<sup>3</sup> Excludes Microsoft PDW software; refer to "Collaboration with Microsoft" section of this document.

<sup>4</sup> Excludes SAP software; refer to "Collaboration with SAP" section of this document.

Learn more at  
[hpe.com/services/proactivecare](https://hpe.com/services/proactivecare)



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