

## HP Support Solutions for the Life of Your Network

Even as networks become larger and more complex, a company's internal and external customers have increasingly higher expectations for the availability of computing resources over those networks. Processing information in your server environments is only beneficial as long as people can share and exchange that information through the network across departments and sites. When network performance is an issue or problems arise, the pressure is on. How do you ensure that your customers can connect to the information they need, when they need it?

Hewlett-Packard Company understands that networks enable many of your business processes and provide a means to communicate between your internal and external customers. HP also understands how companies plan, design, implement, and use their networks to meet these needs. For more than 15 years, HP has invested in people, processes, and technologies to help companies optimize information access through superior network performance and availability. The result is best-in-class, end-to-end network services that help to improve your company's bottom line.

HP's comprehensive service and support offerings cover every phase of your network life cycle:

PLAN				BUILD			RUN				
Plan		Design		Implement		Operate	Maintain				
Business to IT Alignment	IT Solution Architecture	Logical Design	Physical Design	Procure Product	Stage/Configure/Integrate	Install and Verify	Manage/Operate	Network Fault Isolation/Resolution	Software Support	Parts	Onsite Repair

## Working With HP Gives You An Advantage

Take a look at HP's combination of experience and strengths:

- Global investment in people, processes, and tools
- Strong alliances with industry-leading technology companies
- Single source for multivendor network problem resolution
- End-to-end consulting, solutions, and expertise across the network life cycle
- Flexible choice of services
- Expertise in UNIX, LINUX, and Windows NT environments
- Industry-leading support

### Control and managability

HP's network experts can design and build a network infrastructure and implement IT processes that put you in charge of the environment. HP can provide the education, the network management tools, and the single point-of-contact access to the support capabilities you need. The result is that you can reduce your risk and predict and control network-related costs more accurately.

### Added resources and expertise

You can rely on HP for quick access to resources on a global basis, for both short-term engagements and for long-term service and support. Anywhere in the world, HP can supplement your networking resources with our technology, experience, and the knowledge we have gained from strategic partnerships.

### Availability as you need it

HP's call-to-repair commitments, highly trained service personnel, proactive support, remote monitoring tools, call-in support centers, and global reach add up to one of the best offerings in the industry. HP's support for the entire network life cycle gives you the assurance of a smooth growth path to higher availability when you need it.

### Productivity gains everywhere

A smoothly functioning network frees your IT professionals to do their jobs more effectively and allows your IT department to focus on key responsibilities instead of minute-to-minute concerns.

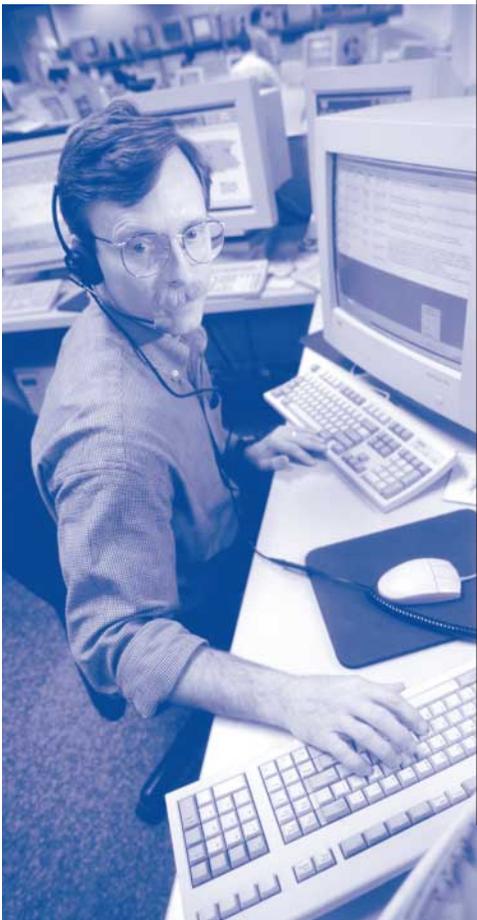
### Networks that work

Today, network and IT managers want an unmatched level of safety, business confidence, and performance for their networks. These ultimately translate into greater IT efficiency, improved end-user satisfaction, and increased company profitability.

HP is in the business of delivering best-in-class network services. Our goal is to help you create and maintain an effective network that contributes to increasing your company's competitiveness while reducing business risk. Look on the following pages and see how HP can help make your network work for your company.

## HP And Your Reseller In Partnership

HP works closely with your reseller to provide you the best networking solution. Service and support are an important part of that partnership. From servicing your HP warranty to selling HP support services to using HP services to complement their own services, your HP reseller can be a key part of your support solution. Talk to your reseller, and let them help you identify the right support services for your network.



## HP ProCurve Networking Products

HP ProCurve networking products include Ethernet switches, hubs, routing switches, and network management applications that allow you to build proactive networks. These high performance products deliver the ultimate value: more network with less time, effort, and expense.

### Included with HP ProCurve Networking Products

HP's legendary commitment to quality and reliability goes beyond hardware and software solutions to ensure that your network performs smoothly over time. Both before and after the purchase of HP ProCurve networking products, you receive an extensive set of free support services designed to keep your business and network running smoothly.

#### Free Network Designs

The HP ProCurve Networking Design Center is a team of qualified network engineers who provide free, customized, comprehensive network designs to qualified resellers worldwide. The award-winning Design Center capitalizes on HP's reseller-channel strengths by reducing the time it takes resellers to develop comprehensive network designs in response to your Request for Quote or Proposal. By working hand in hand with your reseller, the Design Center develops proposals based on your budget constraints, legacy equipment, and other requirements, incorporating, as needed, a wide variety of multivendor, high-performance technologies. The Design Center can provide any of the following to your reseller:

- detailed network drawings and topologies
- complete parts lists with current pricing
- detailed response including recommendations and explanations showing how the design meets all of your requirements
- suggestions regarding future network needs

#### Industry-Leading Warranty

With a network that is required to do more and more, you need the best reliability you can find. HP products set the standard for quality and reliability, and HP ProCurve networking products are backed by the best warranty in the industry:

- lifetime warranty (for as long as you own the products) on wiring closet/desktop switches and hubs
- one year warranty on backbone switches
- coverage for the entire product including fans and power supplies
- advance replacement for the entire warranty period at no additional cost
- next-business-day delivery of your replacement unit for the entire warranty period at no additional cost

Refer to the warranty statement for a complete description of your warranty coverage and terms. In a few countries, next-business-day advance replacement is not available, so check with your local reseller or local HP Customer Care Center for more information.

#### Free Software Updates for Life

The latest software updates for your HP ProCurve networking products are available, at no charge, 24 hours a day, 7 days a week. For as long as you own the products, you can keep them up to date with the latest software. Simply go to the HP ProCurve web site to view what is the latest version of software for each product. If you want that version, just download the software from there or from our ftp site. If you register for our proactive notification, we will notify you via email whenever new software is available for your HP ProCurve products.

For more information on obtaining a free network design, please visit [www.hp.com/go/procurve](http://www.hp.com/go/procurve) and select [Design Center](#).

To view the warranty statement that ships with HP ProCurve products, visit [www.hp.com/go/procurve](http://www.hp.com/go/procurve) and select [Technical Support](#) then [Warranty](#).

To initiate warranty servicing, please contact your local HP Service Authorized reseller, or contact your local HP Customer Care Center at the phone numbers listed on the back cover. When calling for warranty servicing, please have the product number, serial number, complete description of the product failure, and proof-of-purchase available.

To view available software versions, download software, or register for proactive notification, please visit [www.hp.com/go/procurve](http://www.hp.com/go/procurve) and select [Free Software Updates](#). To download software using ftp, please visit [ftp.hp.com](http://ftp.hp.com) and go to the [/pub/networking/software](#) directory.

For more information on HP TopTools for Hubs & Switches, please visit

[www.hp.com/go/procurve](http://www.hp.com/go/procurve) and select [Product Information](#) then [TopTools - NT Platform](#).

To order a CD containing HP TopTools and its applications such as HP TopTools for Hubs & Switches, please visit [www.hp.com/toptools](http://www.hp.com/toptools).

To view or download electronic copies of product manuals or supplemental information, please visit

[www.hp.com/go/procurve](http://www.hp.com/go/procurve) and select [Technical Support](#) then [Manuals](#).

To view FAQs, please visit

[www.hp.com/go/procurve](http://www.hp.com/go/procurve) and select [Technical Support](#) then [FAQs](#). To view the Technical Library, please visit [www.hp.com/go/procurve](http://www.hp.com/go/procurve) and select [Tech Library](#).

To download the training courses from the web, please visit

[www.hp.com/go/procurve](http://www.hp.com/go/procurve) and select [Training](#).

## Free Network Management Software

Easy to install and use, HP TopTools for Hubs & Switches is the answer to your network management challenges. Its web interface allows you to take care of management from any PC on your network with a web browser. For managing devices, troubleshooting, or planning network upgrades, HP TopTools for Hubs & Switches takes the work out of network management:

- provides automatic notification when HP switches and hubs use proactive features to fix or limit common network problems
- shows the traffic on up to 1500 segments without the use of probes
- shows the top five conversations on every segment, including Gigabit ports
- automatically monitors, stores, and analyzes network traffic to determine where upgrades are needed
- Network Performance Advisor gives clear, easy-to-follow plans detailing the most cost-effective way to upgrade your network
- recommends server placement and connectivity speed

HP TopTools for Hubs & Switches is included at no charge with all managed HP ProCurve networking products. It integrates with HP TopTools that runs under Microsoft Windows NT. HP TopTools also integrates with other Windows NT network management applications through software bridges that can be purchased. These applications include HP OpenView NNM, CA Unicenter TNG, Tivoli NetView, and Tivoli Enterprise.

## Comprehensive Product Manuals Included

Our product manuals contain extensive information to assist you in installing, configuring, and using your HP ProCurve networking products. A complete, printed set of manuals is shipped with every HP ProCurve wiring closet/desktop product. For HP ProCurve backbone switches, a printed installation guide along with a CD-ROM containing a complete set of manuals are shipped with the product, and printed copies can be ordered from the web. In addition, for all HP ProCurve products, the latest supplemental information is available in pdf format on the web along with electronic copies of all product manuals.

## Free Technical Information On The Web

Your questions might be similar to those asked by other users of our products. That is why we have two special areas on our web to assist you. Our “Frequently Asked Questions” are organized by product and assist you with answers to the most common product-oriented questions. Our Technical Library has a variety of white papers, tutorials, and guides covering various networking solutions and technologies. Whether you want a primer on Gigabit Ethernet technology, need suggestions on how to troubleshoot LAN performance problems, or want to understand HP ProCurve’s strategy for Quality of Service (QOS), our Technical Library has a wealth of useful information both before and after your purchase of HP ProCurve products.

## Free Training Courses On The Web

Some people like to get up-to-speed on a product by reading product manuals or just “trying things” with their equipment. Others prefer to go through more structured training courses. We have two web-based courses available, at no charge, which cover HP ProCurve networking products:

- *HP Building Proactive Networks* focuses on the HP hubs, switches, and management tools necessary for building, upgrading, and expanding a network infrastructure.
- *HP Routing Switch Essentials* focuses primarily on the implementation of our HP ProCurve Routing Switches with examples for basic implementations, security with filters and VLANs, and High Availability with VRRP.

## Free Worldwide Email Support

If you have a question about your HP ProCurve networking product, you can email us to get assistance from highly trained service technicians at our HP Customer Care Centers. We currently provide email support in 4 languages: English, French, German, and Italian. Please allow up to 1 business day to receive a reply from us. If an issue is urgent, or if you need assistance in another language, please call us.

This service is available to you, at no charge, both before and after your purchase of HP ProCurve networking products. Support is available for product-specific questions on product features and specifications, installation, general configuration, basic troubleshooting, and usage. Support for advanced topics such as performance tuning, troubleshooting at layer 3 and above, network-wide troubleshooting, and specific configuration recommendations is not available through this service. HP has fee-based services available for assistance with advanced topics or for after-hours assistance (see HP Network Environment Support later in this guide).

## Free Worldwide Telephone Assistance

When you want to talk to us directly, highly trained service technicians at our HP Customer Care Centers are ready to take your call. In an industry known to keep customers waiting, we're proud of our quick response time. Our goal is to have you speaking to your service technician within 3 minutes. With HP's global presence, we are able to provide support to you in all the major languages of the world during normal business hours for your country.

This service is available to you, at no charge, both before and after your purchase of HP ProCurve networking products. Support is available for product-specific questions on product features and specifications, installation, general configuration, basic troubleshooting, and usage. Support for advanced topics such as performance tuning, troubleshooting at layer 3 and above, network-wide troubleshooting, and specific configuration recommendations is not available through this service. HP has fee-based services available for assistance with advanced topics or for after-hours assistance (see HP Network Environment Support later in this guide).

## Additional Services For Your Network's Life Cycle

HP ProCurve networking products include the extensive set of free support services described previously in this guide that are designed to increase the value of your purchase. For many businesses, these services meet their needs to keep their network running smoothly. But what if you need support available on a 24 x 7 basis, or need the flexibility of having someone available to go onsite? Maybe you have a multivendor network and want to place just one phone call to get assistance, no matter which vendor's product is causing the issue.

HP has a comprehensive set of support services that can be purchased for every phase of your network life cycle (plan, design, implement, operate, maintain). Below are highlighted just a few of these key services that are available to you for your HP ProCurve networking products. Please contact your local HP reseller or HP sales representative to learn more about these and other support services available from HP.

To send an email to us, please visit [www.hp.com/go/procurve](http://www.hp.com/go/procurve) and select [Assistance](#).

To call your local HP Customer Care Center, please refer to the phone numbers and hours of operation listed on the back cover, or visit [www.hp.com/go/procurve](http://www.hp.com/go/procurve) and select [Assistance](#).

For details on onsite response times for your area or to purchase an HP service agreement, please contact your local HP Sales and Support Office.

To purchase an HP SupportPack, please contact your local HP reseller. HP SupportPack product numbers are listed on the back cover.

HP service parts are available for all HP ProCurve products for in- or out-of-warranty repair needs. To purchase quality HP replacement parts, please contact your local HP reseller, or visit [www.hp.com/support/locator](http://www.hp.com/support/locator) to find the HP Repair Center in your area.

To purchase an HP SupportPack for installation and network configuration service for your HP ProCurve wiring closet/desktop products, please order product number H5755A from your local HP reseller.

To purchase an HP installation and network configuration service contract for either HP ProCurve backbone switches or HP ProCurve wiring closet/desktop products, please contact your local HP Sales and Support Office.

## Enhance Or Extend Your Hardware Warranty Coverage

HP ProCurve networking products provide you with an industry leading warranty. If you require an even greater level of coverage, however, HP can help you augment the standard warranty to best meet your requirements.

For all HP ProCurve products, HP offers several levels of onsite hardware support:

- onsite within 4 hours, 24 hours a day, 7 days a week
- onsite within 4 hours, Monday through Friday, during business hours
- onsite the next business day during business hours

Response times apply when you are within 100 miles (160 km) of an HP Support Responsible Office. When you call for assistance, you will be quickly connected to trained network professionals at HP Response Centers who will perform remote hardware diagnosis. If onsite servicing is required, your local HP representative will arrive at your location within the response time specified in your agreement to diagnose and correct product malfunctions and failures. Configuration restoration assistance is provided for the serviced device. Formal escalation procedures will be used if needed to solve very complex hardware problems.

All levels of onsite support are available by purchasing an annual, renewable HP service agreement. Alternatively, if you want 3 years of 24 x 7 onsite coverage for HP ProCurve backbone switches, or 3 years of 4 hour onsite coverage Monday-Friday for any HP ProCurve product, an HP SupportPack provides a convenient way to purchase that coverage. (HP service agreements can be purchased to provide coverage after the 3 year HP SupportPack period.)

For your very network-critical HP ProCurve Routing Switch 9308M and 9304M products, HP offers a hardware call-to-repair commitment. With this annual, renewable service agreement, HP commits to correcting hardware malfunctions in those products in less than 6 hours from your initial call to the HP Response Center.

For HP ProCurve backbone switches, after the one year of standard hardware warranty coverage, you may only want the same level of hardware support that you had during the warranty period. If so, you can choose to service any hardware failures by purchasing an annual, renewable HP service agreement that has replacement parts sent to you the next business day with advance replacement. (This service agreement is not needed for HP ProCurve wiring closet/desktop products since the standard warranty includes lifetime coverage at this service level for as long as you own the product).

## Installation and Configuration Services

Hewlett-Packard can help get computing environments up and running quickly by coordinating the installation, configuration, and testing of networks. HP brings a new network on line or adds new connections to an existing network, scaling the solution to fit your network requirements.

The standard installation and configuration service for HP ProCurve networking products includes:

- working with you to develop a schedule outlining the tasks and resources
- installing the products, including uncrating and rack mounting, connecting cables and power cords, and initializing the products
- implementing the configuration for the products to meet your network specifications, based upon the complete network design document that you provide to HP at least 5 business days before service begins
- ensuring connectivity and operational functionality up to layer 3 and layer 4 of the Open Systems Interconnect (OSI) model
- providing you an updated network map and documentation with the implemented network configurations

For HP ProCurve wiring closet / desktop products, this standard installation and configuration service can be purchased as an HP SupportPack. Alternatively, for all HP ProCurve products, you can purchase this service as an HP contract.

HP can also provide custom-quoted installation and configuration services. For example, HP can offer project management for multi-site installations, pre-installation assistance, or system staging at an HP integration center.

### HP Network Environment Support

HP Network Environment Support provides you with a single point of contact for support of your network environment. HP works with you to minimize network downtime and business risks by partnering with your network IT staff to meet your business needs. This robust, reactive support offering features world-class troubleshooting, reactive network fault isolation, and one-stop problem management across your multi-site, multi-vendor LAN/WAN environment.

Key features of HP Network Environment Support include:

- Authorized callers in your company are provided unlimited phone access to the HP Response Center with a response within 2 hours for all calls.
- Sources of network faults are isolated to specific hardware products, network cabling, and telecommunications links on the network.
- HP acts as a single point of contact that manages your multi-vendor network problem.
- For HP and non-HP products that are covered under HP's hardware and/or software support agreements, HP owns the resolution of the problem.
- For network products and system devices not covered by HP support agreements, you can appoint HP to act as a special agent to work, on your behalf, with your non-HP network product vendors.
- For HP products, or products for which HP is an Authorized Service Provider, HP provides usage assistance and software troubleshooting that identifies and resolves known and new software problems as well as assistance with specific usability questions related to network device configuration.
- HP has formal escalation procedures to solve complex network problems.

HP Network Environment Support is purchased as an annual, renewable service agreement per IP subnet, with a minimum coverage unit of one subnet. Optional 24 x 7 coverage is also available.

The price of HP Network Environment Support is determined by the size of your network environment, with charges applied to the clients, servers, network devices, and sites that will be supported. Minimum charges apply.

To purchase HP Network Environment Support, please contact your local HP Sales and Support Office.



## HP Customer Care Centers

Country*	Phone Number	Hours of Operation (Monday-Friday Excluding HP Holidays)	Country*	Phone Number	Hours of Operation (Monday-Friday Excluding HP Holidays)
Australia	+ 61 3 8877 8000	9:00 am–5:00 pm EST	Korea, Republic of	+ 82 (2) 3270 0700 outside of Seoul: 080 999 0700	8:30 am–5:30 pm
Austria	+ 43 (0)7114 201080	8:30–18:00 CET	Malaysia	+ 60 (3) 295 2566 Penang: 1 300 88 00 28	8:30 am–5:30 pm
Belgium (Dutch)	+ 32 (0) 2 626 8806	8:30–18:00 CET	Netherlands	+ 31 (0) 20 606 8751	8:30–18:00 CET
Belgium (French)	+ 32 (0) 2 626 8807	8:30–18:00 CET	New Zealand	+ 64 (9) 356 6640	9:00 am–5:00 pm
Canada	905-206-4663	8:00 am–8:00 pm EST	Norway	+ 47 22 11 6299	8:30–18:00 CET
China	+ 86 (0) 10 6564 5959	8:30 am–5:30 pm	Philippines	+ 63 (2) 867 3551	8:30 am–5:30 pm
Czech Republic	+ 42 (0) 2 6130 7310	8:30–18:00 CET	Poland	+ 48 22 519 06 00	8:30–17:00 CET
Denmark	+ 45 39 29 4099	8:30–18:00 CET	Portugal	+ 351 (0) 1 3176333	8:30–18:00 CET
Finland	+ 358 (0) 203 47 288	8:30–18:00 CET	Russian Federation	+ 7 095 797 3520	8:30–18:00 CET
France	+ 33 (0) 1 43 62 34 34	8:30–18:00 CET	Singapore	+ 65 272 5300	8:30 am–5:30 pm
Germany	+ 49 (0) 180 52 58 143	8:30–18:00 CET	South Africa	+ 27 86 000 1030	8:30–17:00 CET
Greece	+ 30 (0) 1 689 64 11	8:30–17:00 CET	Spain	+ 34 902 321 123	8:30–18:00 CET
Hong Kong	800 96 7729	8:30 am–5:30 pm	Sweden	+ 46 (0) 8 619 2170	8:30–18:00 CET
Hungary	+ 36 (0) 1 382 1111	8:30–18:00 CET	Switzerland	+ 41 (0) 848 80 11 11	8:30–18:00 CET
India	+ 91 11 682 6035	9:30 am–5:30 pm	Taiwan	+ 886 (2) 2717 0055	8:30 am–6:00 pm
Indonesia	+ 62 (21) 350 3408	8:00 am–5:00 pm	Thailand	+ 66 (2) 661 4000	8:30 am–5:30 pm
Ireland	+ 353 (0) 1 662 5525	8:30–18:00 CET	Turkey	+ 90 212 224 59 25	8:30–18:00 CET
Israel	+ 972 (0) 9 9524848	8:30–18:00 CET	United Kingdom	+ 44 (0) 171 512 52 02	8:30–18:00 CET
Italy	+ 39 02 264 10350	8:30–18:00 CET	United States	+ 1 970-635-1000	7:00 am–6:00 pm MST
Japan	+ 81 3 3335 8333	9:00 am–12:00 pm and 1:00 pm–5:00 pm	Vietnam	+ 84 (0) 8 823 4530	8:00 am–5:00 pm

\* For countries not listed, please see [www.hp.com/go/procure](http://www.hp.com/go/procure) and select *Assistance*.

## HP SupportPack for 3 years of 4-hour onsite hardware support for networking products

For this HP Networking Product:		Order this HP SupportPack for 4 hour onsite hardware support:		
Product Number	Product Description	Monday–Friday Business Hours	24 x 7	
J2610B	HP AdvanceStack 10Base-T Hub-8U	H5484A or H5484E	Order an HP Service Agreement instead of an HP SupportPack	
J2611B	HP AdvanceStack 10Base-T Hub-16U	H5484A or H5484E		
J3100B	HP AdvanceStack Switch 2000	H5481A or H5481E		
J3128A	HP AdvanceStack 10Base-T Hub-8E	H5484A or H5484E		
J3200A	HP AdvanceStack 10Base-T S Hub-12R	H5484A or H5484E		
J3201A	HP AdvanceStack 10BT S Hub-12R w/Mgmt	H5484A or H5484E		
J3202A	HP AdvanceStack 10Base-T S Hub-24R	H5484A or H5484E		
J3203A	HP AdvanceStack 10BT S Hub-24R w/Mgmt	H5484A or H5484E		
J3288A	HP ProCurve 10/100 Hub 12M	H5484A or H5484E		
J3289A	HP ProCurve 10/100 Hub 24M	H5484A or H5484E		
J3294A	HP ProCurve 10/100 Hub 12	H5484A or H5484E		
J3295A	HP ProCurve 10/100 Hub 24	H5484A or H5484E		
J3298A	HP ProCurve Switch 212M	H5484A or H5484E		
J3299A	HP ProCurve Switch 224M	H5484A or H5484E		
J3300A	HP ProCurve 10Base-T Hub 12	H5484A or H5484E		
J3301A	HP ProCurve 10Base-T Hub 12M	H5484A or H5484E		
J3302A	HP ProCurve 10Base-T Hub 24	H5484A or H5484E		
J3303A	HP ProCurve 10Base-T Hub 24M	H5484A or H5484E		
J4090A	HP ProCurve 10Base-T Hub 8	H5484A or H5484E		
J4093A	HP ProCurve Switch 2424M	H5481A or H5481E		
J4095A	HP ProCurve Switch 2224	H5484A or H5484E		
J4097A	HP ProCurve Switch 408	H5484A or H5484E		
J4110A	HP ProCurve Switch 8000M	H5481A or H5481E		
J4120A	HP ProCurve Switch 1600M	H5481A or H5481E		
J4121A	HP ProCurve Switch 4000M	H5481A or H5481E		
J4138A	HP ProCurve Routing Switch 9308M	H2885A or H2885E		H2886A or H2886E
J4139A	HP ProCurve Routing Switch 9304M	H2887A or H2887E		H2888A or H2888E
J4840A	HP ProCurve Routing Switch 6308M-SX	H4496A or H4496E	H2893A or H2893E	
J4841A	HP ProCurve Switch 6208M-SX	H4496A or H4496E	H2893A or H2893E	

Note: HP SupportPacks that end in "A" (e.g., H5481A) are physical SupportPacks that resellers purchase and sell from inventory. HP SupportPacks that end in "E" (e.g., H5481E) are electronic SupportPacks that resellers purchase electronically from HP. Both "A" and "E" SupportPacks provide you the same service.

Modules, transceivers, and other accessories are covered as part of the HP SupportPack purchased for the switch or hub.