



# HPE Proactive Care Advanced service

## Supported products list

### Service availability

HPE Proactive Care Advanced service is available on the following products<sup>1</sup>

<b>HPE ProLiant server products</b>	Hardware, software, joint-ware, and InfiniBand products
<b>HPE Integrity server products</b>	Hardware with HPE-UX operating environment (OE) software
<b>HPE Networking products</b>	Hardware, software, and joint-ware, except for IP phones and VCX products
<b>HPE Storage products</b>	Hardware, software, and joint-ware, except for HPE 3PAR E- and S-Class
<b>x86 third-party software resold by Hewlett Packard Enterprise<sup>2</sup></b>	<p><b>Operating systems:</b>          Microsoft® Windows Server® (x86)          Red Hat® Enterprise Linux®          Novell SUSE Linux Enterprise Server (SLES)</p> <p><b>Virtualization software:</b>          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</p>
<b>HPE management software products</b>	HPE OneView 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
<b>HPE CloudSystem software products</b>	HPE CloudSystem Foundation HPE CloudSystem Enterprise HPE Matrix Operating Environment for ProLiant HPE Matrix Operating Environment for Integrity
<b>HPE ConvergedSystem products</b>	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>5</sup> HPE ConvergedSystem 900 for SAP HANA <sup>6</sup> HPE solutions for SAP NetWeaver Business Warehouse Accelerator (BWA) <sup>7</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

<sup>1</sup> For more specific product availability, contact your Hewlett Packard Enterprise representative

<sup>2</sup> At any point in time, Hewlett Packard Enterprise supports the current and immediately previous release

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

<sup>4, 5, 6, 7</sup> Excludes SAP software; refer to "Collaboration with SAP" section of this document

# Collaboration with third-party vendors

### Basic software support and collaborative call management

In cases where Proactive Care Advanced is not available or is not purchased on selected non-HPE software products that reside on eligible hardware equipment covered by Proactive Care Advanced, Hewlett Packard Enterprise may provide basic software support for non-HPE software products along with collaborative call management. Refer to for a list of the applicable non-HPE software products. Refer to [hpe.com/services/collaborativesupport](http://hpe.com/services/collaborativesupport) the **Proactive Care Advanced data sheet** available through your Hewlett Packard Enterprise 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 Advanced 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, Hewlett Packard Enterprise provides infrastructure solution support (including operating system). As part of that support, Hewlett Packard Enterprise will work with SAP on resolving complex interoperability issues between the infrastructure and the application. Hewlett Packard Enterprise will initiate the collaborative engagement with SAP, or if the customer prefers, the customer may contact SAP directly to initiate the engagement. Hewlett Packard Enterprise will keep the Hewlett Packard Enterprise 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 Hewlett Packard Enterprise 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 Advanced on HPE ConvergedSystem 300 for Microsoft Analytics Platform (APS), Hewlett Packard Enterprise 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 Hewlett Packard Enterprise 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 Hewlett Packard Enterprise, or request that Microsoft log the case on their behalf. Hewlett Packard Enterprise provides infrastructure solution support and Microsoft supports the Microsoft software. As part of that support, Hewlett Packard Enterprise will collaborate with Microsoft, as needed. The customer is also required to have a support contract with Microsoft.

## Credits

HPE Proactive Care Advanced provides access to specialist skills on an as needed basis. This augments and complements the customer's own IT team with skills and capacity on a flexible basis. To facilitate this access, 10 credits are included each year of the customer's support agreement for each configured device. These credits are used to fund technical services, advice, and assistance. A configured device means a chassis device configured with components and software. Examples include a HPE storage array that includes disks and software, an HPE DL series x86 server, or a HPE blade enclosure that includes server blades and software.

The following product families of configured devices include 10 credits per year. Unless listed below, a configured device does not include credits.

#### Server

- x86 and Integrity blade enclosures, e.g., HPE BladeSystem c7000
- x86 and Integrity non-bladed servers, e.g., HPE ProLiant DL380, HPE Integrity rx2800
- HPE Integrity Superdome 2 enclosure

#### Network

- Modular switches, e.g., HPE FlexFabric 12900 Switch Series, Aruba 5400zl switch series
- Modular routers, e.g., HPE 8800 Router Series, HPE MSR50 Router Series
- Wireless LAN products, e.g., HPE 830 Unified Wired-WLAN Switch Series, HPE WX5000 Access Controller Series
- Application delivery platforms, e.g., HPE Survivable Branch Communication zl Module
- Aruba wireless LAN controllers, switches and appliances

#### Storage

- Storage arrays, e.g., HPE 3PAR storage array
- Backup systems, e.g., HPE StoreOnce
- Tape library systems and autoloaders, e.g., HPE MSL and ESL libraries
- SAN Directors
- HPE StoreEasy Storage, e.g., HPE StoreEasy 3830
- HPE Commercial Disk Storage, e.g., HPE MSA 2040
- HPE StoreVirtual Storage, e.g., HPE StoreVirtual 4330, HPE P4300
- HPE StoreAll Storage, e.g., HPE StoreAll 8800 (10 credits per node)
- Tape drive arrays, e.g., HPE Tape Array 5300
- External tape drives, e.g., Digital Audio Tape (DAT) external tape drive
- External removable disk backup, e.g., HPE RDX 1 TB external removable disk backup

Converged systems: Because of the integrated nature of HPE ConvergedSystem products/solutions, the total number of credits across the solution may be less than the individual configured devices that comprise the solution. Refer to the quote for details on the total number of credits included.

Learn more at

[hpe.com/services/proactivecare](http://hpe.com/services/proactivecare)



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