Data sheet

HP Thin Client Solutions Maintenance

HP Care Pack Services

Service benefits

- Access to specialized HP technical resources to help expedite problem resolution
- May contribute to improved system performance and reduced downtime due to software defects
- Reliable response times

Service highlights

- Access to technical resources
- Problem analysis and resolution
- Problem isolation
- Escalation management
- Access to software updates
- Software features and operational support
- Remote access
- Installation advisory support

Service overview

Thin Client Conversion Solutions Maintenance, ~~part of HP Care Pack Services,~~ provides comprehensive software support services for Thin Client Conversion Solutions.1 With software technical support, your IT staff receives fast, reliable access to HP Global Support Centers. HP technical resources work with your IT team to provide advice on software features and use, help with problem diagnosis and resolution, and identify software defects. Always-on access to updates helps you stay current with the latest versions and security patches. Thin Client Solutions Maintenance supports HP ThinPro PC Converter and HP PC Converter for Windows.

Features and specifications

Access to technical resources
You can access HP technical resources via telephone, electronic communication, or fax (where locally available) for assistance in resolving software implementation or operations problems.

Problem analysis and resolution
HP will provide customer support to resolve identifiable and customer-reproducible software product problems. HP also provides support to help you identify problems that are difficult to reproduce. In addition, you receive assistance in troubleshooting problems and determining configuration parameters for supported configurations.

Problem isolation
HP provides isolation for Thin Client Conversion Solutions. You will be informed if the problem is perceived to be hardware-related.

Features and specifications (continued)

Access to software updates

This service provides access to any updates to the software, allowing you to stay current with the latest versions and security patches. Updates can be downloaded from the built-in catalog of HP releases through Update Center on HPDM.

Software features and operational support

HP provides information, as commercially available, on current product features, known problems and available solutions, and operational advice and assistance.

Remote access

Selected remote access tools may be used to facilitate problem-solving at HP's discretion and your approval. The use of these tools allows HP to work interactively with you, and facilitates remote diagnosis of problems with your system. You can choose to use any of the available remote access tools to assist in the resolution of service requests.

Installation advisory support

Basic advisory support is provided while installing the software. Limited advisory support is also provided for software products in the network environment.

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.

Delivery specifications

A software download link will be supplied via email after a license is purchased; this software download will install the HP ThinPro operating systems and HP Device Manager on your device.

Service options

You may choose a 1-year term or 3-year term.

Prerequisites

To be eligible for this service, you must:

- Purchase an HP Thin Client Conversion Solution license

- Purchase the HP Thin Client Conversion Solutions Maintenance service

HP responsibilities

- Ensure you receive an email with links to download software, provided your email address field was populated when you placed the initial purchase order.

- Enable you to use HP ThinPro PC Converter for one device (PC or USB), and enable you to manage that one device (PC or USB) with HP Device Manager.

- Provide technical support, provided you have a valid maintenance agreement, during the life of the term purchased.

- Make upgrades for the HP ThinPro operating system and HP Device Manager available during the maintenance period.

- Provide critical security fixes and bug fixes until the operating system (OS) version's end of life, after the maintenance period expires. After the OS end of life, you can continue using the existing version of the OS.
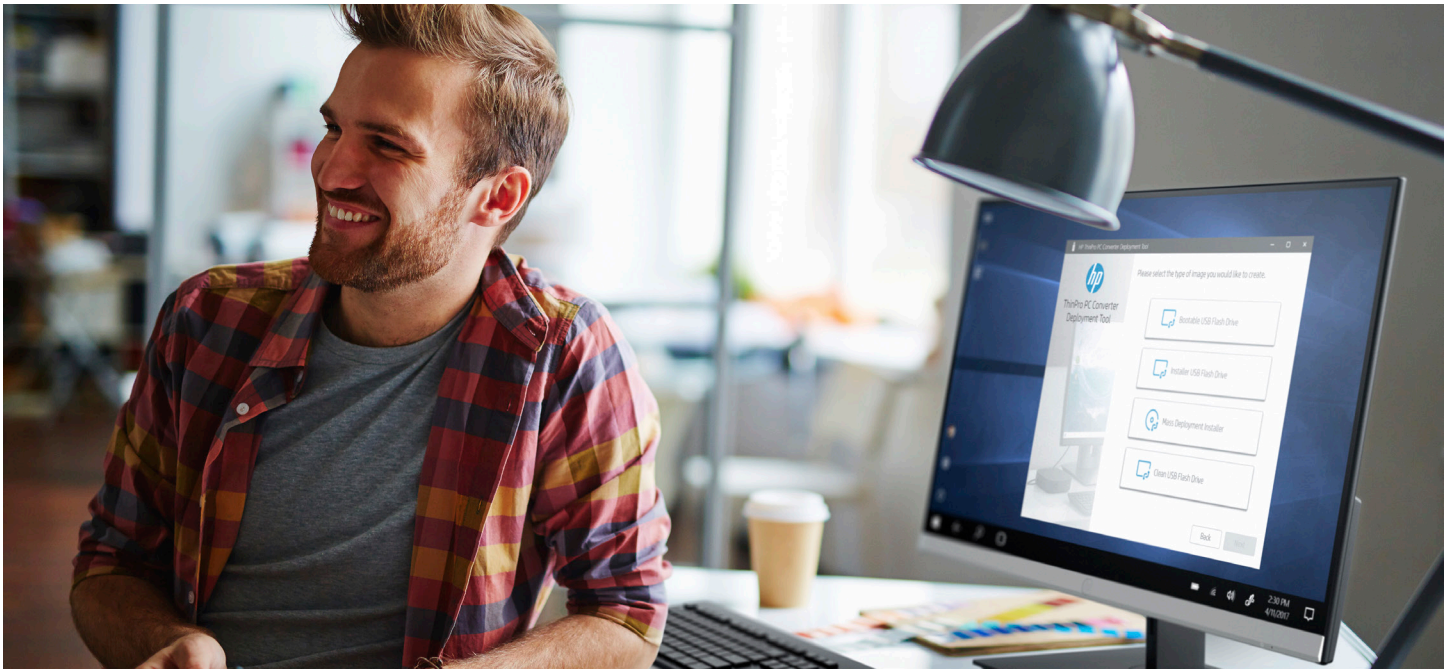
Delivery specifications (continued)

Customer responsibilities

- Test the solution in your environment, using a trial version, before making a purchase.

- Download and install the software in your environment using the technical documentation and guides HP provides.

- Retain all original software licenses, license agreements, license keys, and subscription service registration information applicable for this service, and provide these to HP upon request.

- Use all software products in accordance with current HP software licensing terms corresponding to your prerequisite underlying software license or in accordance with the current licensing terms of the third-party software manufacturer, if applicable.

- Take responsibility for acting upon software product updates and obsolescence notifications received from the HP Support Center.

Service limitations

- Installation advisory support is limited.

- HP will help resolve customer issues whenever possible, but there are no product returns for software.

- Technical support is available to guide you through resolution of issues, but HP technical support will not perform the installation and deployment.

- HP reserves the right to determine which bug fixes are critical.

- After its end of life, the operating system software is usable, but no longer eligible for support, fixes, updates, or upgrades from HP.

- For non-HP hardware, HP will have a limited ability to troubleshoot any problem and resolve issues.

- For remote access, only HP-provided, HP-approved tools may be used.

Ordering information

Thin Client Conversion Solutions are available worldwide. To order this service, contact your HP sales representative or channel partner.

- HP 1-year Thin Client Conversion Solution E-LTU: UB5X4AAE
- HP 3-year Thin Client Conversion Solution E-LTU: UB5X5AAE

Terms and conditions

See complete Care Pack **terms and conditions**.

For more information

Contact your local HP sales representative or channel partner for details or visit **hp.com/go/thin**.

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1. HP Thin Client Conversion Solution License sold separately.

HP services are governed by the applicable HP terms and conditions of service provided or indicated to the customer at the time of purchase. Customers may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP limited warranty provided with your HP product.

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