

HP Thin Client Conversion Solutions Maintenance

Software technical support



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
- License to use software updates
- Software features and operational support
- Remote access
- Installation advisory support
- Software product and documentation updates

Service overview

HP Thin Client Conversion Solutions Maintenance provides comprehensive software support services and access to HP technical resources for assistance in resolving software implementation or operational problems.¹ HP releases updates to software and reference manuals as soon as they are made available. Updates for select HP-supported third-party software products are included as they are made available from the original software manufacturer. This includes the license to use software updates for each system, processor, or end-user software license, as allowed by the original HP or manufacturer software license terms. Additionally, Thin Client Conversion Solutions Maintenance provides electronic access to related product and support information, enabling any member of your IT staff to locate this essential commercially available information.

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

This service covers Thin Client Conversion software only; it does not extend to hardware issues. If your hardware is covered under an HP Hardware Maintenance Onsite Service Agreement, and a problem is perceived to be hardware-related, HP can log a service request on your behalf. With your approval, a per-call service request can also be logged for hardware issues not covered under a Hardware Maintenance Onsite Service Agreement. HP may only be able to provide advisory support for problems reported on non-HP hardware.

Features and specifications (continued)

License to use software updates

You will receive a license to use software updates to HP or HP-supported third-party software for each system, processor, or end-user software license covered by this service, as allowed by the original HP or manufacturer software license terms. Terms shall be as described in the HP software licensing terms corresponding to your prerequisite underlying software license or in accordance with current licensing terms of the third-party software manufacturer, including any additional software licensing terms that may accompany such software updates provided under this service.

Software features and operational support

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

Remote access

At the discretion of HP and with your approval, selected remote access tools may be used to facilitate problem solving. 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. Only HP-provided, HP-approved tools will be used as part of this feature.

Installation advisory support

Basic advisory support is provided when you encounter difficulties performing a software product installation and need advice on proper installation methods and standalone application updates.

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 resources to assist with problem solving. For selected third-party products where HP provides software support and update services, HP will follow the agreed-upon escalation processes established between HP and that third-party vendor to assist with problem resolution.

Software product and documentation updates

As HP software updates are released, the latest revisions of the software and reference manuals will be made available for you. HP will provide software updates for third-party software as they are made available, or HP may provide instructions on how to obtain any software updates directly from the manufacturer. A license key or access code—or instructions for obtaining either—will also be provided for you when required in order to download, install, or run the latest software revision.

Delivery specifications

A software download link will be supplied via email after a license is purchased.

Service options

You may choose a one-year term or three-year term.

Prerequisites

To be eligible for this service, you must:

- Purchase an HP ThinPro PC Converter license.
- Purchase the HP Thin Client Conversion Solutions Maintenance service.

Delivery specifications (continued)

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.

Customer responsibilities

- Retain, and provide to HP upon request, all original software licenses, license agreements, license keys, and maintenance service term dates, as applicable for this service.
- 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, including any additional software licensing terms that may accompany such software updates provided under this service.
- Take responsibility for acting upon software product updates and obsolescence notifications received from the HP Support Center.
- Be responsible for registering to use an HP or third-party hosted electronic facility in order to obtain software product information or to download software patches.

Service limitations

- The response time stated herein is provided as a typical initial response time for your technical support requests. The response time in no way creates a legal requirement or obligation for HP to always provide such response in the stated time.
- Software updates are not available for all software products. Upon request, HP will provide you with a list of software product families that currently do not include software updates. When this service feature is not available, it will not be included in this service.
- For some products, software updates include only minor improved features. New software versions must be purchased separately. Upon request, HP will provide a list of software product families where entitlement to receive and use new versions of software is not included in this service.
- 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.
- For third-party products, access is subject to availability of information from the original manufacturer.
- Installation advisory support does not include downloading of complete software packages or walking you through an installation from start to finish.
- For HP-supported third-party software, you may be required to download updates directly from the manufacturer's website.

Delivery specifications (continued)

Service eligibility

To be eligible to purchase this service, you must be properly licensed to use the revision of the software product that is current at the beginning of the Support Agreement period; otherwise, an additional charge may be applied to bring you into service eligibility. This service must be purchased for each system, processor, or end user in your environment requiring support. For certain third-party products, instead of purchasing an initial software product license, this service provides you with the ability to download from a website, hosted by HP or a third-party vendor, the current revision of the software and all software updates released during the Support Agreement period.

General provisions and other exclusions

Distribution of certain third-party software updates, license agreements, and license keys may be made directly from the third-party vendor, as applicable.

Ordering information

Thin Client Conversion Solutions Maintenance is 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.

Sign up for updates
hp.com/go/getupdated



Share with colleagues

1. HP Thin Client Conversion Solution License sold separately.

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