



Equipment maintenance

- Hotline available both in French and in English, (tel: +33 1 56 83 77 36) from Monday to Friday, opening office hours : from 9:00am-12:00am and 1:30pm-6:00pm - excluding French bank holidays. For H5® products' users, H5 Solutions implementation support and examination for equipment usage incidents are provided. You can also contact support service at :

support@h5audits.com

- In case of hardware failure - diagnosed and registered at H5 audits support, support department initiates RMA procedure which includes shipment of a replacement equipment- in respect of spec and features of defective product. Replacement material will be shipped within 5 working days from the support ticket opening. Defective equipment shipment cost towards H5 audits site is at customer cost, the replacement equipment delivery cost is covered by H5 audits.

Support H5 audits

What is included in H5 audits Support ?

H5 audits' provides support for all of H5-Solutions (H5-100V, H5-100cc, H5-200, H5-200cc, H5-300cc, H5-700, H5-700cc, H5-Flow-Ent, H5-Flow-DC). Support is available on one, three and five years modules It includes equipment maintenance, software support and contractual technical assistance service.

On-site interventions aren't included in Support contact.

Software Support

- Hotline available both in French and in English, (tel: +33 1 56 83 77 36) from Monday to Friday, open hours : from 9:00am-12:00am and 1:30pm-6:00pm - excluding French bank holidays. For H5® products' users, H5 Solutions implementation support and examination for equipment usage incidents are provided. You can also contact support service at :

support@h5audits.com

- Latest H5 SW versions that include software upgrade (new features, bug fixes, etc...) are accessible and downloadable on Internet via our web site (request your Login/PW to support):

www.h5audits.com

Contractual technical assistance

The contractual technical assistance service is included in the support and maintenance services fees, it is provided by H5 audits and includes:

- Support to H5 equipment - HW and SW usage in response of client's requests.

- Hotline support from 9:00am-12:00am and 1:30pm-6:00pm, from Monday to Friday (CET Central European Time zone)

- To process all calls, mails or faxes support requests within a hour time frame if received during opening hours , i.e. from 9:00am-12:00am and 1:30pm-6:00pm.

- In case of an identified and referenced malfunction, to perform a diagnosis and provide a corrective (patch or new version).

- To provide installation procedures for all versions selected by the customer.

- To address all requests for configuration assistance. This assistance is included in the support and maintenance services.

SUPPORT	1 an	3 ans	5 ans	Description
H5-100V	✓	✓	✓	License for 1/3/5 years Software licence for 1 Virtual Application Monitoring Appliance, H5-100V model (15.000 pps max) includes Support and new software releases.
H5-100cc	✓	✓	✓	Technical Support for Network and Application Monitoring Appliance, H5-100cc model (15.000 pps max, 1 Gigabit Ethernet NIC for Monitoring), H5-Dock included, H5-OS included, H5-Performance Reporter included, multi-usr included, Rolling buffer 250 Go included, new releases included
H5-200	✓	✓	✓	Technical Support for Network and Application Monitoring Appliance, H5-200 model (50.000 pps max, 2 Gigabit Ethernet NIC for Monitoring), H5-Dock included, H5-OS included, New H5-Performance Reporter included, multi-usr included, new releases included
H5-200cc	✓	✓	✓	Technical for Network and Application Monitoring Appliance, H5-200cc model (50.000 pps max, 2 Gigabit Ethernet NIC for Monitoring), H5-Dock included, H5-OS included, H5-Performance Reporter included, multi-usr included, Rolling Buffer 2 To included - new releases included
H5-300cc	✓	✓	✓	Technical for Network and Application Monitoring Appliance, H5-300cc model (150.000 pps max, 2 Gigabit Ethernet NIC for Monitoring), H5-Dock included, H5-OS included, H5-Performance Reporter included, multi-usr included, Rolling buffer 12To included - new releases included
H5-700	✓	✓	✓	Technical for Network and Application Monitoring Appliance, H5-700 model (1,800.000 pps max, 2 x 10 Gig Ethernet NIC and 2 x 1Gig Ethernet NIC for Monitoring), H5-Dock included, H5-OS included, New H5-Performance Reporter included, multi-usr included - new releases included
H5-700cc	✓	✓	✓	Technical for Network and Application Monitoring Appliance, H5-700cc model (1.800.000 pps max, 2 x 10 Gig Ethernet NIC and 2 x 1Gig Ethernet NIC for Monitoring, SFP+), H5-Dock included, H5-OS included, H5-Performance Reporter included, multi-usr included, Rolling buffer 48To included - new releases included
H5-Flow-Ent	✓	✓	✓	Technical Support for one Netflow and Sflow Monitoring Appliance, Enterprise model - new releases included
	✓	✓	✓	Technical Support for one Bundle to upgrade H5Flow-Ent from 50 to 200 network interfaces - 50 000 flow max
	✓	✓	✓	Technical Support for one Netflow and Sflow Monitoring Appliance, DC model - new releases included
H5-Flow-DC	✓	✓	✓	Technical Support for one Bundle to upgrade H5Flow-DC from 100 000 to 200 000 flow max
	✓	✓	✓	Technical Support for one Bundle to upgrade H5Flow-DC from 100 000 to 500 000 flow max



Contactez-nous
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Rejoignez-nous
www.h5audits.com