◇ WHAT IS INCLUDED IN H5 NETWORK SUPPORT?

H5 Network fournit un support sur l'ensemble de ses solutions (H5-Appliance, H5-FLOW, H5-CPR). Ce support est disponible pour une durée de 1 an, 3 ans et 5 ans. Il comprend.

◇ EQUIPMENT MAINTENANCE

For any H5 customer, implementation support and examination for equipment usage incidents are provided. In the case of a diagnosis of a hardware failure and registered to our Support Department, a RMA procedure is launched.

This includes the shipment of the new equipment, respecting the specifications and features of the initial equipment. Replacement material will be shipped within 5 working days, date stated from the creation of a ticket by the Support Department.

◇ SOFTWARE SUPPORT

H5 Support Department provides a software support to its customer. This includes an assistance if issues with the software and upgrade of new features and bug fixes.

H5 software versions are available for download on our website www.h5-network.com. You need to request your login and password to our Support Department before any connection.

◇ CONTRACTUAL TECHNICAL ASSISTANCE

- Support to H5 equipment: Hardware and software usage

- Hotline support

- Reactivity: A response from our Support Team within 1h after receiving your request, within opening hours.

- Diagnosis: In case of an identified and referenced malfunction, the Support Team performs a diagnosis and provides a solution.

- Installation: Our Support Team installs all software versions selected by the customer.

- Assistance: To address all requests for configuration assistance.

• **Contact**: Hotline available in both English and French. +33 (0)1.56.83.77.36

• **Opening hours**: Monday to Friday – 9am-12pm / 1.30pm-6pm
(Opening hours may differ during French public holidays)

Reference	Technical support and new releases 1G - H5-Appliance
1Y/3Y/5Y – H5-100 PR-CC	Technical support for network and application monitoring appliance, H5-100cc model (15 000 pps max, 1G Ethernet NIC for monitoring), H5-DOCK included, H5-OS included, H5-Performance Reporter included, multi-user included, rolling buffer-250 GB included, new releases included
1Y/3Y/5Y – H5-200 PR	Technical support for network and application monitoring appliance, H5-200 model (50 000 pps max, 2G Ethernet NIC for monitoring), H5-DOCK included, H5-OS included, H5-Performance Reporter included, multi-user included, new releases included
1Y/3Y/5Y – H5-200 PR-CC	Technical support for network and application monitoring appliance, H5-200cc model (50 000 pps max, 2G Ethernet NIC for monitoring), H5-DOCK included, H5-OS included, H5-Performance Reporter included, multi-user included, rolling buffer-2 TB included, new releases included
1Y/3Y/5Y – H5-300 PR	Technical support for network and application monitoring appliance, H5-300 model (150 000 pps max, 2G Ethernet NIC for monitoring), H5-DOCK included, H5-OS included, H5-Performance Reporter included, multi-user included, new releases included
1Y/3Y/5Y – H5-300 PR-CC	Technical support for network and application monitoring appliance, H5-300cc model (150 000 pps max, 2G Ethernet NIC for monitoring), H5-DOCK included, H5-OS included, H5-Performance Reporter included, multi-user included, new releases included
Reference	Technical support and new releases 10 and 40 GB - H5-Appliance
1Y/3Y/5Y – H5-700 PR-R	Technical support for network and application monitoring appliance, H5-700 model (1 800 000 pps max, 2x10G Ethernet NIC and 2x1G Ethernet NIC for monitoring), SSD raid, H5-DOCK included, H5-OS included, new H5-Performance Reporter included, multi-user included, new releases included
1Y/3Y/5Y – H5-700 PR-CC	Technical support for network and application monitoring appliance, H5-700cc model (1 800 000 pps max, 2x10G Ethernet NIC and 2x1G Ethernet NIC for monitoring, SFP+), H5-DOCK included, H5-OS included, H5-Performance Reporter included, multi-user included, rolling buffer-48 TB included, new releases included
1Y/3Y/5Y – H5-710 PR-CC	Technical support for network and application monitoring appliance, H5-710cc model (1 800 000 pps max, 2x10G Ethernet NIC and 2x1G Ethernet NIC for monitoring, SFP+), H5-DOCK included, H5-OS included, H5-Performance Reporter included, multi-user included, rolling buffer-64 TB included, new releases included
1Y/3Y/5Y – H5-720 PR-CC	Technical support for network and application monitoring appliance, H5-720cc model (1 800 000 pps max, 2x10G Ethernet NIC and 2x1G Ethernet NIC for monitoring, SFP+), H5-DOCK included, H5-OS included, H5-Performance Reporter included, multi-user included, rolling buffer-160 TB included, new releases included
1Y/3Y/5Y – H5-730 PR-CC	Technical support for network and application monitoring appliance, H5-700cc model (1 800 000 pps max, 2x10G Ethernet NIC and 2x1G Ethernet NIC for monitoring, SFP+), H5-DOCK included, H5-OS included, H5-Performance Reporter included, multi-user included, rolling buffer-308 TB included, new releases included
1Y/3Y/5Y – H5-800 PR-20	Technical support for network and application monitoring appliance, H5-800-20 model (3 600 000 pps max, 2x40G QSFP+ for monitoring), SSD raid H5-DOCK included, H5-OS included, new H5-Performance Reporter included, multi-user included, new releases included
1Y/3Y/5Y – H5-800 PR-40	Technical support for network and application monitoring appliance, H5-800-40 model (7 200 000 pps max, 2x40G QSFP+ for monitoring), SSD raid, H5-DOCK included, H5-OS included, new H5-Performance Reporter included, multi-user included, new releases included
Reference	Technical support and new releases - H5-FLOW & H5-CPR
1Y/3Y/5Y – H5-FLOW-ENT	Technical support for one Netflow and sFlow monitoring appliance, enterprise model, new releases included
1Y/3Y/5Y – H5-FLOW DC 100Kf	Technical support for one Netflow and sFlow monitoring appliance, DC model, new releases included
1Y/3Y/5Y – H5-PRServer-10	Technical support for H5-Performance Reporter Server – up to 10xH5 units – multi-appliances centralised administration and reporting (H5-Appliance and H5-FLOW)
1Y/3Y/5Y – H5-PRServer-50	Technical support for H5-Performance Reporter Server – up to 50xH5 units – multi-appliances centralised administration and reporting (H5-Appliance and H5-FLOW)

◇◇ OUR VISION: VISIBILITY & TECHNOLOGY FOR NETWORK FLOWS

H5 Network R&D team has designed innovative technologies that enable enterprises, service providers and governments to enhance their global network and application visibility. With H5 Appliance, corporations can deploy an "easy-to-use" comprehensive software and hardware solution. This allows various team to access IT information in an adapted format.

Using a common tool for IT Reporting enables users to broadcast a clear and comprehensive information on applications' behavior and trending of the network. H5-Appliance provides a powerful network visibility solution for Network operations center, a clear vision for Network managers planning growth & IT changes, and for Helpdesk assisting users with IT issues on daily basis.