



Agilent Network Tester
**System Support &
Warranty**



Investment protection for the Agilent Network Tester

Every new Network Tester system is provided with a comprehensive system based warranty and SSA (Software and Support Agreement). Renewing Agilent's support services ensures confidence through the entire product lifetime.

Agilent Network Tester

Agilent's Network Tester combines leading edge services with carrier grade infrastructure testing and emulation. The Network Tester solution allows network equipment manufacturers and service providers to more comprehensively test new end-to-end services, resulting in higher quality of service and lower network operating costs.

Start-up Assistance

Agilent for a fee offers an optional start-up assistance service to enable you to rapidly learn and utilize the capabilities of the Network Tester solution. Two days of start-up assistance is recommended for the NetPressure application.

Software Warranty and Support

Software Warranty

All Network Tester software is warranted for a period of 90 days - warranted to execute and install properly from the media provided.

This warranty only covers physical defects in the media, whereby the media is replaced at no charge during the warranty period.

Software Support

Software support in the form of remote system support and software updates are included free of charge for the first 12 month period.

Maximize the return on the Network Tester investment by having the latest software with all the latest additional features and enhancements.

The coverage is for the software applications that have been purchased, such as the NetPressure (N4188B), VoIP (N4195A), IPSec (N4194A), and IPv6 (N4193A).

This will increase your level of productivity and minimize the software difficulties you may encounter. Problem resolution, software releases and test approach alternatives are among the services offered.

Beyond the initial coverage period, a renewal service is available.

Software Support Levels

Support levels vary for Agilent Network Tester software applications, dependent on the revision in use.

Full support for software

For the most recent major release of each Network Tester software application, Agilent will investigate all defects and operational problems reported through the technical support channels. Upon completion of the investigation, Agilent will provide you with a definitive answer regarding workarounds, functional alternatives, etc.

Limited support period for Software

Limited support is available for the previous major release of software for each Network Tester application. This includes web-based assistance, and answering how-to questions.

End-of-support

End-of-support occurs when the Network Tester application software is no longer officially supported. This occurs when the software release is two versions back from the latest release of that application or 2 years after active development on the product has ceased. Support for software during the End-of-support period is provided on a best-effort basis.

Software Updates

With the purchase of any new system controller Agilent will provide 1 year of complimentary software updates. At the end of the first year you can enroll into the Software and Support Agreement (SSA) contract for continuing software product enhancements.

Ordering Information

To order and configure the test system consult your local Agilent field engineer.

Web-based Support

A wealth of knowledge is available free online at:
www.agilent.com/find/networktester

First time users must register to receive all that our website has to offer:

- The Journal of Internet Testing Methodology – overview of test scenarios for both function and performance testing
- Product information, technical data sheets, application notes, technology references
- A comprehensive library of industry related information
- Information on education and training, technology seminars
- Technical Support and FAQ's

Remote System Support

All new Network Tester systems are entitled to 1 year of free remote system support with your software technical support contract.

A single call to Agilent Support will bring your issue to the attention of the appropriate support engineer, and we guarantee a response time of 24 hours or less for all customers.

In addition to phone and web-based support, you can access Agilent Technologies directly for personalized help via e-mail, fax or web-based messaging.

Hardware Warranty

All Network Tester hardware is warranted against defects in materials and workmanship for a period of one year from the date of delivery. During the warranty period Agilent will, at its discretion, repair or replace the defective Network Tester hardware covered by this warranty.

The repair provided under the standard warranty will normally require return of the defective hardware to the designated Agilent Service Center. As part of this standard warranty, Agilent will make all reasonable efforts to repair or replace and return the Agilent hardware, freight prepaid, within ten to fifteen (10-15) business days after receipt.

Calibration services

The Network Tester traffic modules do not require calibration.

Repair Service for out of Warranty Products

Agilent is the trusted choice for your Network Tester repair needs. Agilent's repair technicians, located around the globe, are fully trained in the latest technologies and have access to the latest automated test verification systems for quality assurance. All repairs are warranted for 90 days.

The Agilent Service Center Repair Service includes all labor, parts and materials necessary to return your Network Tester solution to full functionality. At the time of repair, additional service designed to minimize product failure and extend useful product life may be performed, such as cleaning, adjusting, lubricating, inspecting and testing.

Repair Contracts

Repair contracts are available for most Network Tester traffic modules that are out of warranty. These contracts ensure coverage against failure and are reasonably priced to save costs and give you peace of mind.

Ordering Information

For service options and pricing please contact your local Agilent Technologies sales representative.

This page intentionally left blank.

Agilent's NetworkTester Solution

Agilent's NetworkTester solution offers a powerful and versatile test platform to address the evolving test needs of connection and content aware devices and networks. NetworkTester provides Network Equipment Manufacturers, Public Network Operators and Private Enterprise Network Managers with the industry's leading solution for multi-protocol, multi-port traffic emulation for performance analysis of today's L4-7 networking devices.

Warranty and Support

Hardware Warranty

Agilent warrants all NetworkTester hardware against defects in materials and workmanship for a period of 1 year from the date of delivery. Agilent further warrants that the NetworkTester will conform to specifications. During the warranty period, Agilent will, at its option, repair or replace the defective hardware. Services provided under this warranty will normally require return of the hardware to Agilent.

Software Warranty

Agilent warrants all NetworkTester software for a period of 90 days. Agilent warrants that the software will not fail to execute its programming instructions due to defects in materials and workmanship when properly installed and used on the hardware designated by Agilent. This warranty only covers physical defects in the media, whereby the media is replaced at no charge during the warranty period.

Software Updates

With the purchase of any new system controller Agilent will provide 1 year of complimentary software updates. At the end of the first year you can enroll into the Software Enhancement Service (SES) for continuing software product enhancements.

Support

Technical support is available throughout the support life of the product. Support is available to verify that the equipment works properly, to help with product operation, and to provide basic measurement assistance for the use of the specified capabilities, at no extra cost, upon request.

Ordering Information

To order and configure the test solution, consult your local Agilent field engineer.

Sales, Service and Support

United States:

Agilent Technologies
Test and Measurement Call Center
P.O. Box 4026
Englewood, CO 80155-4026
1-800-452-4844

Canada:

Agilent Technologies Canada Inc.
2660 Matheson Blvd. E
Mississauga, Ontario
L4W 5M2
1-877-894-4414

Europe:

Agilent Technologies
European Marketing Organisation
P.O. Box 999
1180 AZ Amstelveen
The Netherlands
(31 20) 547-2323

United Kingdom

07004 666666

Japan:

Agilent Technologies Japan Ltd.
Measurement Assistance Center
9-1, Takakura-Cho, Hachioji-Shi,
Tokyo 192-8510, Japan
Tel: (81) 426-56-7832
Fax: (81) 426-56-7840

Latin America:

Agilent Technologies
Latin American Region Headquarters
5200 Blue Lagoon Drive, Suite #950
Miami, Florida 33126
U.S.A.
Tel: (305) 269-7500
Fax: (305) 267-4286

Asia Pacific:

Agilent Technologies
19/F, Cityplaza One, 1111 King's Road,
Taikoo Shing, Hong Kong, SAR
Tel: (852) 3197-7777
Fax: (852) 2506-9233

Australia/New Zealand:

Agilent Technologies Australia Pty Ltd
347 Burwood Highway
Forest Hill, Victoria 3131
Tel: 1-800-629-485 (Australia)
Fax: (61-3) 9272-0749
Tel: 0-800-738-378 (New Zealand)
Fax: (64-4) 802-6881

This information is subject to change without notice.

Printed on recycled paper

© Agilent Technologies, Inc. 2007

Printed in USA April 24, 2007

5989-6738EN

