



Agilent N2X

Software and Support Agreement

Investment protection for the Agilent N2X

Key Features

- **Software Warranty and Support**
- **Remote System Support**
- **Web-based Support**
- **Software Support and Updates**

An Agilent N2X Software and Support Agreement (SSA) allows you to maximise the return on your N2X investment by providing you with the latest software releases accompanied by the latest features and enhancements for the corresponding software. In addition, an N2X SSA entitles users to 1 year remote technical system support (extendable to 3 years) as well as unlimited access to a wealth of online support materials and collateral.

A single call to Agilent Support will bring your issue to the attention of our helpful and knowledgeable support team. In addition to phone and web-based support, you can access Agilent Technologies directly for personalized help via e-mail or fax.

Please see the back of this flyer for further information on what is included with an N2X SSA.



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Software Warranty and Support

Software Warranty

All N2X software is warranted for a period of 90 days - warranted to execute and install properly from the media provided.

Software Support

Problem resolution, patches, software releases and test approach alternatives are among the services included in your purchased SSA.

This will increase your level of productivity and minimize the software difficulties you may encounter. A response within one working day via e-mail or telephone is guaranteed.

1, 2 and 3 year SSA options are available with purchases of a new N2X system. Beyond the initial coverage period, a renewal service up to 3 years is also available.

Please note:

- Conformance Suite software support agreement coverage must be accompanied by a base SSA to ensure compatibility across applications.
- Only systems using an Agilent supplied controller with a valid SSA will be supported.

Remote System Support

A single call to Agilent support will bring your issue to the attention of the appropriate support engineer. We guarantee a technical contact 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 or fax.

Web-based Support

A wealth of knowledge is available free online at www.agilent.com/find/N2X

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

- *QuickTest* script library helps with test generation and test automation with Tcl scripts that have been certified
- *The Journal of Internet Testing Methodology* provides you with a comprehensive list of commonly used test scenarios for both function and performance testing
- Product information including technical data sheets, application notes and other reference materials
- A comprehensive library of industry-related news and information
- Information on education, training and technology seminars
- Technical support and FAQ's

Software Support and Updates

Agilent will investigate all defects and operational problems reported through the technical support channels for the most recent major release and provide you with a definitive answer regarding work-arounds and functional alternatives. Where possible, Agilent will provide patches and/or software releases.



For more information, please visit:
www.agilent.com/find/N2X

To speak with an Agilent representative, call your local office:

United States:
1-800-452-4844

Canada:
1-877-894-4414

Europe:
United Kingdom
07004 666666

Amsterdam:
(31 20) 547-2323

Latin America:
(305) 269-7500

Japan:
(81) 426-56-7832

Asia Pacific:
(852) 3197-7777

Australia:
1-800-629-485

This information is subject to change without notice

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Please visit the Agilent N2X "What's New" web page for details regarding new software enhancements and features introduced in recent N2X software releases. www.agilent.com/find/N2X



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