



Care Pack Services for HP ProCurve Networking

May 1, 2009



Service level and warranty upgrades

Product name	Product number	Standard warranty	Service level		Post-warranty	
			Onsite/Offsite service level	Care Pack #	Post-warranty service level	Care Pack #
Switches						
HP ProCurve Switch 408	J4097C	Lifetime ¹ , advance replacement, next business day ²	3 Yr 4 hr/13x5	H5484E	n/a	n/a
HP ProCurve Switch 2124	J4868A		3 Yr 4 hr/24x7	U6300E		
HP ProCurve Switch 2312	J4817A		3 Yr Support Plus 24	U6299E		
HP ProCurve Switch 2324	J4818A					
HP ProCurve Switch 2708	J4898A					
HP ProCurve Switch 1400-8G	J9077A	Lifetime ¹ , advance replacement, next business day ²	3 Yr 4 hr/13x5 Onsite 3 Yr 4 hr/24x7 Onsite	UF795E UF796E	n/a	n/a
HP ProCurve Switch 1400-24G	J9078A	Lifetime ¹ , advance replacement, next business day ²	3 Yr 4 hr/13x5 Onsite 3 Yr 4 hr/24x7 Onsite	UF797E UF798E	n/a	n/a
HP ProCurve Switch 1700-8	J9079A	Lifetime ¹ , advance replacement, next business day ²	3 Yr 4 hr/13x5 Onsite 3 Yr 4 hr/24x7 Onsite 3 Yr Support Plus 24 3 Yr 24x7 SW Support	UF799E UF800E UF802E UF801E	n/a	n/a
HP ProCurve Switch 1700-24	J9080A	Lifetime ¹ , advance replacement, next business day ²	3 Yr 4 hr/13x5 Onsite 3 Yr 4 hr/24x7 Onsite 3 Yr Support Plus 24 3 Yr 24x7 SW Support	UF803E UF804E UF806E UF805E	n/a	n/a
HP ProCurve Switch 2724	J4897A	Lifetime ¹ , advance replacement, next business day ²	3 Yr 4 hr/13x5 Onsite	U9270E	n/a	n/a
HP ProCurve 600 RPS/EPS	J8168A		3 Yr 4 hr/24x7 Onsite	U9271E		
HP ProCurve 610 RPS/EPS	J8169A		3 Yr Support Plus 24	U6301E		
HP ProCurve 620 RPS/EPS	J8696A					
HP ProCurve Switch 1800-8G	J9029A	Lifetime ¹ , advance replacement, next business day ²	3 Yr 4 hr/13x5 Onsite 3 Yr 4 hr/24x7 Onsite 3 Yr Support Plus 24 3 Yr 24x7 SW Support	UE256E UE257E UE258E UE260E	n/a	n/a
HP ProCurve Switch 1800-24G	J9028B	Lifetime ¹ , advance replacement, next business day ²	3 Yr 4 hr/13x5 Onsite	U4683E	n/a	n/a
HP ProCurve Switch 2510-24	J9019A		3 Yr 4 hr/24x7 Onsite	U4835E		
HP ProCurve Switch 2510-48	J9020A		3 Yr Support Plus 24	U6321E		
HP ProCurve Switch 2510G-24	J9279A		3 Yr 24x7 SW Support	UF792E		
HP ProCurve Switch 2510G-48	J9280A					
HP ProCurve Switch 2512	J4812A					
HP ProCurve Switch 2524	J4813A					
HP ProCurve Switch 2610-24	J9085A					
HP ProCurve Switch 2610-48	J9088A					
HP ProCurve Switch 2610-24-PWR	J9087A					
HP ProCurve Switch 2610-48-PWR	J9089A					
HP ProCurve Switch 2610-24/12PWR	J9086A					
HP ProCurve Switch 2626	J4900B					
HP ProCurve Switch 2600-8-PWR	J8762A	Lifetime ¹ , advance replacement, next business day ²	3 Yr 4 hr/13x5 Onsite 3 Yr 4 hr/24x7 Onsite 3 Yr Support Plus 24 3 Yr 24x7 SW Support	UD537E UD538E UD539E UD793E	n/a	n/a
HP ProCurve Switch 2650	J4899B	Lifetime ¹ , advance replacement, next business day ²	3 Yr 4 hr/13x5 Onsite	H5481E	n/a	n/a
HP ProCurve Switch 6108	J4902A		3 Yr 4 hr/24x7 Onsite 3 Yr Support Plus 24 3 Yr 24x7 SW Support	U6303E U6302E UE261E		
HP ProCurve Switch 2626-PWR	J8164A	Lifetime ¹ , advance replacement, next business day ²	3 Yr 4 hr/13x5 Onsite	U2855E	n/a	n/a
HP ProCurve Switch 2824	J4903A		3 Yr 4 hr/24x7 Onsite	U2856E		
HP ProCurve Switch 2810-24G	J9021A		3 Yr Support Plus 24	U6304E		
HP ProCurve Switch 2900-24G	J9049A		3 Yr 24x7 SW Support	UE262E		
HP ProCurve 2910al-24G Switch	J9145A					
HP ProCurve 2910al-24G-PWR Switch	J9146A					
HP ProCurve Switch 3400cl-24G	J4905A					

¹For as long as you own the product

²Available in most countries

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Service level and warranty upgrades (continued)

Product name	Product number	Standard warranty	Service level		Post-warranty	
			Onsite/Offsite service level	Care Pack #	Post-warranty service level	Care Pack #
Switches (continued)						
HP ProCurve Switch 2650-PWR	J8165A	Lifetime ¹ , advance replacement, next business day ²	3 Yr 4 hr/13x5 Onsite	H4496E	n/a	n/a
HP ProCurve Switch 2848	J4904A		3 Yr 4 hr/24x7 Onsite	H2893E		
HP ProCurve Switch 2810-48G	J9022A		3 Yr Support Plus 24	U6319E		
HP ProCurve Switch 2900-48G	J9050A		3 Yr 24x7 SW Support	UE264E		
HP ProCurve 2910al-48G Switch	J9147A					
HP ProCurve 2910al-48G-PWR Switch	J9148A					
HP ProCurve Switch 3400cl-48G	J4906A					
HP ProCurve Switch 3500yl-48G-PWR	J8693A					
HP ProCurve Switch 3500yl-24G-PWR	J8692A	Lifetime ¹ , advance replacement, next business day ²	3 Yr 4 hr/13x5 Onsite	U2855E	n/a	n/a
			3 Yr 4 hr/24x7 Onsite	U2856E		
			3 Yr Support Plus 24	U6304E		
			3 Yr 24x7 SW Support	UE262E		
HP ProCurve Switch 4202vl-48G	J8771A	Lifetime ¹ , advance replacement, next business day ²	3 Yr 4 hr/13x5 Onsite	UE247E	n/a	n/a
HP ProCurve Switch 4202vl-72	J8772A		3 Yr 4 hr/24x7 Onsite	UE248E		
			3 Yr Support Plus 24	UE249E		
			3 Yr 24x7 SW Support	UE265E		
HP ProCurve Switch 4104gl	J4887A	Lifetime ¹ , advance replacement, next business day ²	3 Yr 4 hr/13x5 Onsite	UE241E	n/a	n/a
HP ProCurve Switch 4140gl	J8151A		3 Yr 4 hr/24x7 Onsite	UE242E		
HP ProCurve Switch 4148gl	J4888A		3 Yr Support Plus 24	UE243E		
HP ProCurve Switch 4204vl	J8770A		3 Yr 24x7 SW Support	UE263E		
HP ProCurve Switch 4204vl-48GS	J9064A					
HP ProCurve Switch 5304xl	J4850A					
HP ProCurve Switch 5348xl	J4849B					
HP ProCurve Switch 5304xl-32G	J8166A					
HP ProCurve Switch 4108gl	J4865A	Lifetime ¹ , advance replacement, next business day ²	3 Yr 4 hr/13x5 Onsite	UE244E	n/a	n/a
HP ProCurve Switch 4108gl Bundle	J4861A		3 Yr 4 hr/24x7 Onsite	UE245E		
HP ProCurve Switch 4160gl	J8152A		3 Yr Support Plus 24	UE246E		
HP ProCurve Switch 4208vl	J8773A		3 Yr 24x7 SW Support	UF787E		
HP ProCurve Switch 4208vl-64G	J8774A					
HP ProCurve Switch 4208vl-72GS Bundle	J9030A					
HP ProCurve Switch 4208vl-96	J8775A					
HP ProCurve Switch 5308xl	J4819A					
HP ProCurve Switch 5372xl	J4848B					
HP ProCurve Switch 5308xl-48G	J8167A					
HP ProCurve Switch 5406zl	J8697A	Lifetime ¹ , advance replacement, next business day ²	3 Yr 4 hr/13x5 Onsite	UE250E	n/a	n/a
HP ProCurve Switch 5406zl-48G	J8699A		3 Yr 4 hr/24x7 Onsite	UE251E		
			3 Yr Support Plus 24	UE252E		
			3 Yr 24x7 SW Support	UF786E		
HP ProCurve Switch 5412zl	J8698A	Lifetime ¹ , advance replacement, next business day ²	3 Yr 4 hr/13x5 Onsite	UE253E	n/a	n/a
HP ProCurve Switch 5412zl-96G	J8699A		3 Yr 4 hr/24x7 Onsite	UE254E		
			3 Yr Support Plus 24	UE255E		
			3 Yr 24x7 SW Support	UF788E		
HP ProCurve Switch 6400cl	J8433A	Lifetime ¹ , advance replacement, next business day ²	3 Yr 4 hr/13x5 Onsite	UA438E	n/a	n/a
HP ProCurve Switch 6410cl	J8474A		3 Yr 4 hr/24x7 Onsite	UA439E		
			3 Yr Support Plus 24	UA440E		
			3 Yr 24x7 SW Support	UF791E		
HP ProCurve Switch 6200yl-24G	J8992A	Lifetime ¹ , advance replacement, next business day ²	3 Yr 4 hr/13x5 Onsite	U2855E	n/a	n/a
			3 Yr 4 hr/24x7 Onsite	U2856E		
			3 Yr Support Plus 24	U6304E		
			3 Yr 24x7 SW Support	UE262E		
HP ProCurve 6600-24G Switch	J9263A	Lifetime ¹ , advance replacement, next business day ²	3 Yr 4 hr/13x5 Onsite	U2855E	n/a	n/a
HP ProCurve 6600-24G-4XG Switch	J9264A		3 Yr 4 hr/24x7 Onsite	U2856E		
HP ProCurve 6600-24XG Switch	J9265A		3 Yr Support Plus 24	U6304E		
			3 Yr 24x7 SW Support	UE262E		
HP ProCurve 6600-48G Switch	J9451A	Lifetime ¹ , advance replacement, next business day ²	3 Yr 4 hr/13x5 Onsite	H4496E		
HP ProCurve 6600-48G-4XG Switch	J9452A		3 Yr 4 hr/24x7 Onsite	H2893E		
			3 Yr Support Plus 24	U6319E		
			3 Yr 24x7 SW Support	UE264E		
HP ProCurve Switch 8108fl	J8727A	1 year, advance replacement, next business day ²	3 Yr NBD Parts Exch	UD524E	1 Yr NBD Parts Exch	UD528PE
			3 Yr 4 hr/13x5 Onsite	UD521E	1 Yr 4 hr/13x5 Onsite	UD525PE
			3 Yr 4 hr/24x7 Onsite	UD522E	1 Yr 4 hr/24x7 Onsite	UD526PE
			3 Yr Support Plus 24	UD523E	1 Yr Support Plus 24	UD527PE
HP ProCurve Switch 8116fl	J8728A	1 year, advance replacement, next business day ²	3 Yr NBD Parts Exch	UD532E	1 Yr NBD Parts Exch	UD536PE
			3 Yr 4 hr/13x5 Onsite	UD529E	1 Yr 4 hr/13x5 Onsite	UD533PE
			3 Yr 4 hr/24x7 Onsite	UD530E	1 Yr 4 hr/24x7 Onsite	UD534PE
			3 Yr Support Plus 24	UD531E	1 Yr Support Plus 24	UD535PE

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			Onsite/Offsite service level	Care Pack #	Post-warranty service level	Care Pack #
Switches (continued)						
HP ProCurve Switch 8212zl	J8715A	Lifetime ¹ , advance replacement, next business day ²	3 Yr 4 hr/13x5 Onsite 3 Yr 4 hr/24x7 Onsite 3 Yr Support Plus 24 3 Yr 24x7 SW Support	UF807E UF808E UF809E UF810E	n/a	n/a
HP ProCurve Routing Switch 9304m	J4139A	1 year, advance replacement, next business day ²	3 Yr NBD Parts Exch 3 Yr 4 hr/13x5 Onsite 3 Yr 4 hr/24x7 Onsite 3 Yr Support Plus 24	UA120E H2887E H2888E U2865E	1 Yr NBD Parts Exch 1 Yr 4 hr/13x5 Onsite 1 Yr 4 hr/24x7 Onsite 1 Yr Support Plus 24	H7639PE H2738PE U2866PE UA423PE
HP ProCurve Routing Switch 9308m	J4138A	1 year, advance replacement, next business day ²	3 Yr NBD Parts Exch 3 Yr 4 hr/13x5 Onsite 3 Yr 4 hr/24x7 Onsite 3 Yr Support Plus 24	UA121E H2885E H2886E U2867E	1 Yr NBD Parts Exch 1 Yr 4 hr/13x5 Onsite 1 Yr 4 hr/24x7 Onsite 1 Yr Support Plus 24	H7640PE H2739PE U2868PE UA424PE
HP ProCurve Routing Switch 9315m	J4874A					
HP ProCurve Routing Switch 9408sl	J8680A	1 year, advance replacement, next business day ²	3 Yr NBD Parts Exch 3 Yr 4 hr/13x5 Onsite 3 Yr 4 hr/24x7 Onsite 3 Yr Support Plus 24	UA444E UA441E UA442E UA443E	1 Yr NBD Parts Exch 1 Yr 4 hr/13x5 Onsite 1 Yr 4 hr/24x7 Onsite 1 Yr Support Plus 24	HC133PE UA445PE UA446PE UA447PE
Routers						
HP ProCurve Secure Router 7102dl	J8752A	Lifetime ¹ , advance replacement, next business day ²	3 Yr 4 hr/13x5 Onsite 3 Yr 4 hr/24x7 Onsite 3 Yr Support Plus 24 3 Yr 24x7 SW Support	UA432E UA433E UA434E UF789E	n/a	n/a
HP ProCurve Secure Router 7203dl	J8753A	Lifetime ¹ , advance replacement, next business day ²	3 Yr 4 hr/13x5 Onsite 3 Yr 4 hr/24x7 Onsite 3 Yr Support Plus 24 3 Yr 24x7 SW Support	UA435E UA436E UA437E UF790E	n/a	n/a
Wireless products						
HP ProCurve Radio Port 210 (internal)	J9004A	Lifetime ¹ , advance replacement, next business day ²	3 Yr 4 hr/13x5 Onsite 3 Yr 4 hr/24x7 Onsite 3 Yr Support Plus 24 3 Yr 24x7 SW Support	UD542E UD543E UD544E UF794E	n/a	n/a
HP ProCurve Radio Port 220 (external)	J9005A					
HP ProCurve Radio Port 230 (internal)	J9006A					
HP ProCurve Wireless Access Point 530 NA	J8986A	Lifetime ¹ , advance replacement, next business day ²	3 Yr 4 hr/13x5 Onsite 3 Yr 4 hr/24x7 Onsite 3 Yr Support Plus 24 3 Yr 24x7 SW Support	U4683E U4835E U6321E UF792E	n/a	n/a
HP ProCurve Wireless Access Point 530 WW	J8987A					
HP ProCurve Wireless Access Point 420wl NA	J8130A					
HP ProCurve Wireless Access Point 420wl WW	J8131A					
HP ProCurve Wireless Access Point 10ag NA	J9140A					
HP ProCurve Wireless Access Point 10ag WW	J9141A					
HP ProCurve M110 Access Point WW	J9388A	Lifetime ¹ , advance replacement, next business day ²	3 Yr 4 hr/13x5 Onsite 3 Yr 4 hr/24x7 Onsite 3 Yr 24x7 SW Support 3 Yr Support Plus 24	UN691E UN692E UN693E UN694E	n/a	n/a
HP ProCurve M110 Access Point US	J9385A					
Network security						
HP ProCurve Network Access Controller 800	J9065A	1 year, advance replacement, next business day ²	3 Yr NBD Parts Exch 3 Yr 4 hr/13x5 Onsite 3 Yr 4 hr/24x7 Onsite 3 Yr Support Plus 24	UH199E UH196E UH197E UH198E	1 Yr NBD Parts Exch 1 Yr 4 hr/13x5 Onsite 1 Yr 4 hr/24x7 Onsite 1 Yr Support Plus 24	UH200PE UH201PE UH202PE UH203PE
HP ProCurve Threat Management Services zl Module with HDD (bundle)	J9155A	Lifetime ¹ advance replacement, next business day ² ; 5 year hard disk drive	3 Yr 4 hr/13x5 Onsite 3 Yr 4 hr/24x7 Onsite 3 Yr Support Plus 24 3 Yr 9x5 SW Support 3 Yr 24x7 SW Support	UQ589E UQ590E UQ591E UQ592E UQ593E	1 Yr 4 hr/13x5 Onsite 1 Yr 4 hr/24x7 Onsite 1 Yr Support Plus 24	UQ595PE UQ596PE UQ597PE
HP ProCurve Threat Management Services zl Module with 1-year IDS/IPS subscription service bundle	J9156A					

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Service level and warranty upgrades (continued)

Product name	Product number	Product name	Product number	Installation Care Pack #	Install/Startup Care Pack #		
Installation services¹							
HP ProCurve Switch 408	J4097C	HP ProCurve Switch 2650-PWR	J8165A	U4826E	U4830E		
HP ProCurve Switch 1400-8G	J9077A	HP ProCurve Switch 2708	J4898A				
HP ProCurve Switch 1400-24G	J9078A	HP ProCurve Switch 2724	J4897A				
HP ProCurve Switch 1700-8	J9079A	HP ProCurve Switch 2824	J4903A				
HP ProCurve Switch 1700-24	J9080A	HP ProCurve Switch 2848	J4904A				
HP ProCurve Switch 1800-8G	J9029A	HP ProCurve Switch 2810-24G	J9021A				
HP ProCurve Switch 1800-24G	J9028B	HP ProCurve Switch 2810-48G	J9022A				
HP ProCurve Switch 2124	J4868A	HP ProCurve Switch 2900-24G	J9049A				
HP ProCurve Switch 2312	J4817A	HP ProCurve Switch 2900-48G	J9050A				
HP ProCurve Switch 2324	J4818A	HP ProCurve 2910al-24G Switch	J9145A				
HP ProCurve Switch 2512	J4812A	HP ProCurve 2910al-24G-PWR Switch	J9146A				
HP ProCurve Switch 2524	J4813A	HP ProCurve 2910al-48G Switch	J9147A				
HP ProCurve Switch 2510-24	J9019A	HP ProCurve 2910al-48G-PWR Switch	J9148A				
HP ProCurve Switch 2510-48	J9020A	HP ProCurve Switch 3400cl-24G	J4905A				
HP ProCurve Switch 2510G-24	J9279A	HP ProCurve Switch 3400cl-48G	J4906A				
HP ProCurve Switch 2510G-48	J9280A	HP ProCurve Switch 3500yl-24G-PWR	J8692A				
HP ProCurve Switch 2600-8-PWR	J8762A	HP ProCurve Switch 3500yl-48G-PWR	J8693A				
HP ProCurve Switch 2610-24	J9085A	HP ProCurve Switch 6108	J4902A				
HP ProCurve Switch 2610-48	J9088A	HP ProCurve Switch 6200yl-24G	J8992A				
HP ProCurve Switch 2610-24-PWR	J9087A	HP ProCurve Switch 6400cl	J8433A				
HP ProCurve Switch 2610-48-PWR	J9089A	HP ProCurve Switch 6410cl	J8474A				
HP ProCurve Switch 2610-24/12PWR	J9086A	HP ProCurve 6600-24G Switch	J9263A				
HP ProCurve Switch 2626	J4900B	HP ProCurve 6600-24G-4XG Switch	J9264A				
HP ProCurve Switch 2650	J4899B	HP ProCurve 6600-24XG Switch	J9265A				
HP ProCurve Switch 2626-PWR	J8164A	HP ProCurve Network Access Controller 800 ²	J9065A				
HP ProCurve Switch 4104gl	J4887A	HP ProCurve Switch 4202vl-48G	J8771A			U4827E	U4831E
HP ProCurve Switch 4108gl	J4865A	HP ProCurve Switch 4202vl-72	J8772A				
HP ProCurve Switch 4108gl Bundle	J4861A	HP ProCurve Switch 4204vl	J8770A				
HP ProCurve Switch 4148gl	J4888A	HP ProCurve Switch 4208vl	J8773A				
HP ProCurve Switch 4140gl	J8151A	HP ProCurve Switch 4208vl-64G	J8774A				
HP ProCurve Switch 4160gl	J8152A	HP ProCurve Switch 4208vl-96	J8775A				
HP ProCurve Switch 5304xl	J4850A	HP ProCurve Switch 5308xl-48G	J8167A				
HP ProCurve Switch 5308xl	J4819A	HP ProCurve Switch 5406zl	J8697A				
HP ProCurve Switch 5348xl	J4849B	HP ProCurve Switch 5406zl-48G	J8699A				
HP ProCurve Switch 5372xl	J4848B	HP ProCurve Switch 5412zl	J8698A				
HP ProCurve Switch 5304xl-32G	J8166A	HP ProCurve Switch 5412zl-96G	J8700A				
		HP ProCurve Switch 8212zl	J8715A				
HP ProCurve Switch 8108fl	J8727A	HP ProCurve Routing Switch 9308m	J4138A			U4829E	U4833E
HP ProCurve Switch 8116fl	J8728A	HP ProCurve Routing Switch 9315m	J4874A				
HP ProCurve Routing Switch 9304m	J4139A	HP ProCurve Routing Switch 9408sl	J8680A				

¹ Installation services apply to HP ProCurve wired-based products for initial product installation only. Installation services for ProCurve modules and accessories (including external power supplies) are included with the installation services for the base product or chassis. Installation services for HP ProCurve 745wl series products, HP ProCurve Wireless Access Points, HP ProCurve Radio Ports, and HP ProCurve Secure Router 7000dl series products are sold directly from HP. Contact your HP ProCurve Networking sales representative.

² The Install/Startup Care Pack Service (U4830E) is not available for the HP ProCurve Network Access Controller 800. Startup services are available from your Security Qualified HP ProCurve Partner or from HP ProCurve directly. Please visit www.procurve.com/services/nac for more information.

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Service level and warranty upgrades (continued)

Product name	Product number	Standard warranty	Service level		Post-warranty	
			Onsite/Offsite service level	Care Pack #	Post-warranty service level	Care Pack #
MultiService Access Points						
HP ProCurve MSM422 Access Point WW	J9359A	Lifetime ¹ , advance replacement,	3 Yr 4 hr/13x5 Onsite	UN667E	n/a	n/a
HP ProCurve MSM422 Access Point US	J9358A	next business day ²	3 Yr 4 hr/24x7 Onsite	UN668E		
			3 Yr 24x7 SW Support	UN669E		
			3 Yr Support Plus 24	UN670E		
HP ProCurve MSM335 Access Point WW	J9357A	Lifetime ¹ , advance replacement,	3 Yr 4 hr/13x5 Onsite	UN671E	n/a	n/a
HP ProCurve MSM335 Access Point US	J9356A	next business day ²	3 Yr 4 hr/24x7 Onsite	UN672E		
			3 Yr 24x7 SW Support	UN673E		
			3 Yr Support Plus 24	UN674E		
HP ProCurve MSM325 Access Point WW	J9373A	Lifetime ¹ , advance replacement,	3 Yr 4 hr/13x5 Onsite	UN679E	n/a	n/a
HP ProCurve MSM325 Access Point US	J9369A	next business day ²	3 Yr 4 hr/24x7 Onsite	UN680E		
			3 Yr 24x7 SW Support	UN681E		
			3 Yr Support Plus 24	UN682E		
HP ProCurve MSM320 Access Point WW	J9364A	Lifetime ¹ , advance replacement,	3 Yr 4 hr/13x5 Onsite	UN683E	n/a	n/a
HP ProCurve MSM320 Access Point US	J9360A	next business day ²	3 Yr 4 hr/24x7 Onsite	UN684E		
HP ProCurve MSM410 Access Point WW	J9427A		3 Yr 24x7 SW Support	UN685E		
HP ProCurve MSM410 Access Point US	J9426A		3 Yr Support Plus 24	UN686E		
HP ProCurve MSM310 Access Point WW	J9379A	Lifetime ¹ , advance replacement,	3 Yr 4 hr/13x5 Onsite	UN687E	n/a	n/a
HP ProCurve MSM310 Access Point US	J9374A	next business day ²	3 Yr 4 hr/24x7 Onsite	UN688E		
			3 Yr 24x7 SW Support	UN689E		
			3 Yr Support Plus 24	UN690E		
MultiService Mobility Outdoor AP Series						
HP ProCurve MSM320-R Access Point WW	J9368A	1 year, advance replacement,	3 Yr NBD Parts Exch	UN551E	1 Yr NBD Parts Exch	UN635PE
HP ProCurve MSM320-R Access Point US	J9365A	next business day ²	3 Yr 4 hr/13x5 Onsite	UN552E	1 Yr 4 hr/13x5 Onsite	UN636PE
			3 Yr 4 hr/24x7 Onsite	UN553E	1 Yr 4 hr/24x7 Onsite	UN637PE
			3 Yr Support Plus 24	UN554E	1 Yr Support Plus 24	UN638PE
HP ProCurve MSM310-R Access Point WW	J9383A	1 year, advance replacement,	3 Yr NBD Parts Exch	UN647E	1 Yr NBD Parts Exch	UN651PE
HP ProCurve MSM310-R Access Point US	J9380A	next business day ²	3 Yr 4 hr/13x5 Onsite	UN648E	1 Yr 4 hr/13x5 Onsite	UN652PE
			3 Yr 4 hr/24x7 Onsite	UN649E	1 Yr 4 hr/24x7 Onsite	UN653PE
			3 Yr Support Plus 24	UN650E	1 Yr Support Plus 24	UN654PE
HP ProCurve MSM313-R Access Point WW	J9354A	1 year, advance replacement,	3 Yr NBD Parts Exch	UN543E	1 Yr NBD Parts Exch	UN547PE
HP ProCurve MSM313-R Access Point US	J9351A	next business day ²	3 Yr 4 hr/13x5 Onsite	UN544E	1 Yr 4hr/13x5 Onsite	UN548PE
			3 Yr 4 hr/24x7 Onsite	UN545E	1 Yr 4 hr/24x7 Onsite	UN549PE
			3 Yr Support Plus 24	UN546E	1 Yr Support Plus 24	UN550PE
HP ProCurve MSM323-R Access Point WW	J9345A	1 year, advance replacement,	3 Yr NBD Parts Exch	UN527E	1 Yr NBD Parts Exch	UN531PE
HP ProCurve MSM323-R Access Point US	J9342A	next business day ²	3 Yr 4 hr/13x5 Onsite	UN528E	1 Yr 4hr/13x5 Onsite	UN532PE
			3 Yr 4 hr/24x7 Onsite	UN529E	1 Yr 4 hr/24x7 Onsite	UN533PE
			3 Yr Support Plus 24	UN530E	1 Yr Support Plus 24	UN534PE
MultiService Controller Series						
HP ProCurve MSM710 Mobility Controller	J9325A	1 year, advance replacement,	3 Yr NBD Parts Exch	UN535E	1 Yr NBD Parts Exch	UN539PE
		next business day ²	3 Yr 4 hr/13x5 Onsite	UN536E	1 Yr 4 hr/13x5 Onsite	UN540PE
			3 Yr 4 hr/24x7 Onsite	UN537E	1 Yr 4 hr/24x7 Onsite	UN541PE
			3 Yr Support Plus 24	UN538E	1 Yr Support Plus 24	UN542PE
			3 Yr 9x5 SW Support	UQ581E		
			3 Yr 24x7 SW Support	UQ582E		
HP ProCurve MSM730 Mobility Controller	J9326A	1 year, advance replacement,	3 Yr NBD Parts Exch	UM497E	1 Yr NBD Parts Exch	UM501PE
		next business day ²	3 Yr 4 hr/13x5 Onsite	UM498E	1 Yr 4 hr/13x5 Onsite	UM502PE
			3 Yr 4 hr/24x7 Onsite	UM499E	1 Yr 4 hr/24x7 Onsite	UM503PE
			3 Yr Support Plus 24	UM500E	1 Yr Support Plus 24	UM504PE
			3 Yr 9x5 SW Support	UQ577E		
			3 Yr 24x7 SW Support	UQ578E		
HP ProCurve MSM750 Mobility Controller	J9327A	1 year, advance replacement,	3 Yr NBD Parts Exch	UM457E	1 Yr NBD Parts Exch	UM461PE
		next business day ²	3 Yr 4 hr/13x5 Onsite	UM458E	1 Yr 4 hr/13x5 Onsite	UM462PE
			3 Yr 4 hr/24x7 Onsite	UM459E	1 Yr 4 hr/24x7 Onsite	UM463PE
			3 Yr Support Plus 24	UM460E	1 Yr Support Plus 24	UM464PE
			3 Yr 9x5 SW Support	UQ573E		
			3 Yr 24x7 SW Support	UQ574E		

¹ For as long as you own the product

² Available in most countries

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Service level and warranty upgrades (continued)

Product name	Product number	Standard warranty	Service level		Post-warranty	
			Onsite/Offsite service level	Care Pack #	Post-warranty service level	Care Pack #
MultiService Controller Series (continued)						
HP ProCurve MSM710 Access Controller	J9328A	1 year, advance replacement, next business day ²	3 Yr NBD Parts Exch 3 Yr 4 hr/13x5 Onsite 3 Yr 4 hr/24x7 Onsite 3 Yr Support Plus 24 3 Yr 9x5 SW Support 3 Yr 24x7 SW Support	UN639E UN640E UN641E UN642E UQ583E UQ584E	1 Yr NBD Parts Exch 1 Yr 4 hr/13x5 Onsite 1 Yr 4 hr/24x7 Onsite 1 Yr Support Plus 24	UN643PE UN644PE UN645PE UN646PE
HP ProCurve MSM730 Access Controller	J9329A	1 year, advance replacement, next business day ²	3 Yr NBD Parts Exch 3 Yr 4 hr/13x5 Onsite 3 Yr 4 hr/24x7 Onsite 3 Yr Support Plus 24 3 Yr 9x5 SW Support 3 Yr 24x7 SW Support	UM505E UM506E UM507E UM508E UQ579E UQ580E	1 Yr NBD Parts Exch 1 Yr 4 hr/13x5 Onsite 1 Yr 4 hr/24x7 Onsite 1 Yr Support Plus 24	UM509PE UM510PE UM525PE UM526PE
HP ProCurve MSM750 Access Controller	J9330A	1 year, advance replacement, next business day ²	3 Yr NBD Parts Exch 3 Yr 4 hr/13x5 Onsite 3 Yr 4 hr/24x7 Onsite 3 Yr Support Plus 24 3 Yr 9x5 SW Support 3 Yr 24x7 SW Support	UM473E UM474E UM475E UM476E UQ575E UQ576E	1 Yr NBD Parts Exch 1 Yr 4 hr/13x5 Onsite 1 Yr 4 hr/24x7 Onsite 1 Yr Support Plus 24	UM477PE UM478PE UM479PE UM480PE
Mobility Security IDS/IPS Series						
HP ProCurve RF Manager 100 IDS/IPS system	J9397A	1 year, advance replacement, next business day ²	3 Yr NBD Parts Exch 3 Yr 4 hr/13x5 Onsite 3 Yr 4 hr/24x7 Onsite 3 Yr Support Plus 24	UK588E UK589E UK590E UM452E	1 Yr NBD Parts Exch 1 Yr 4 hr/13x5 Onsite 1 Yr 4 hr/24x7 Onsite 1 Yr Support Plus 24	UM453PE UM454PE UM455PE UM456PE
HP ProCurve RF Manager 50 IDS/IPS system	J9398A	1 year, advance replacement, next business day ²	3 Yr NBD Parts Exch 3 Yr 4 hr/13x5 Onsite 3 Yr 4 hr/24x7 Onsite 3 Yr Support Plus 24	UM481E UM482E UM483E UM484E	1 Yr NBD Parts Exch 1 Yr 4 hr/13x5 Onsite 1 Yr 4 hr/24x7 Onsite 1 Yr Support Plus 24	UM485PE UM486PE UM487PE UM488PE
Mobility Integrated Services Access Point Series						
HP ProCurve MSM323 Access Point WW	J9341A	Lifetime ¹ , advance replacement, next business day ²	3 Yr 4 hr/13x5 Onsite 3 Yr 4 hr/24x7 Onsite 3 Yr 24x7 SW Support 3 Yr Support Plus 24	UN663E UN664E UN665E UN666E	n/a	n/a
HP ProCurve MSM323 Access Point US	J9337A	Lifetime ¹ , advance replacement, next business day ²	3 Yr 4 hr/13x5 Onsite 3 Yr 4 hr/24x7 Onsite 3 Yr 24x7 SW Support 3 Yr Support Plus 24	UN675E UN676E UN677E UN678E	n/a	n/a
HP ProCurve MSM313 Access Point WW	J9350A	Lifetime ¹ , advance replacement, next business day ²	3 Yr 4 hr/13x5 Onsite 3 Yr 4 hr/24x7 Onsite 3 Yr 24x7 SW Support 3 Yr Support Plus 24	UN675E UN676E UN677E UN678E	n/a	n/a
HP ProCurve MSM313 Access Point US	J9346A	Lifetime ¹ , advance replacement, next business day ²	3 Yr 4 hr/13x5 Onsite 3 Yr 4 hr/24x7 Onsite 3 Yr 24x7 SW Support 3 Yr Support Plus 24	UN675E UN676E UN677E UN678E	n/a	n/a
Mobility Wireless Client Bridge						
HP ProCurve M111 Client Bridge	J9389A	1 year, advance replacement, next business day ²	3 Yr NBD Parts Exch 3 Yr 4 hr/13x5 Onsite 3 Yr 4 hr/24x7 Onsite 3 Yr Support Plus 24	UN655E UN656E UN657E UN658E	1 Yr NBD Parts Exch 1 Yr 4 hr/13x5 Onsite 1 Yr 4 hr/24x7 Onsite 1 Yr Support Plus 24	UN659PE UN660PE UN661PE UN662PE

Software

Product name	Product number	Standard warranty	Service level		Post-warranty	
			Onsite/Offsite service level	Care Pack #	Post-warranty service level	Care Pack #
Secure Router VPN Client Licenses						
HP ProCurve VPN Client unlimited-user license	J8750A	90 days ³	3 Yr 9x5 SW Support 3 Yr 24x7 SW Support	UQ118E UQ119E	n/a	n/a
HP ProCurve VPN Client 100-user license	J8758A	90 days ³	3 Yr 9x5 SW Support 3 Yr 24x7 SW Support	UQ112E UQ113E	n/a	n/a
Premium Licenses						
HP ProCurve Switch 3500yl Premium License	J8993A	Lifetime ^{1, 3}	3 Yr 9x5 SW Support 3 Yr 24x7 SW Support	UQ116E UQ117E	n/a	n/a
HP ProCurve 6600 Switch Premium License	J9305A	Lifetime ^{1, 3}	3 Yr 9x5 SW Support 3 Yr 24x7 SW Support	UQ116E UQ117E	n/a	n/a
HP ProCurve Switch 5400zl Premium License	J8994A	Lifetime ^{1, 3}	3 Yr 9x5 SW Support 3 Yr 24x7 SW Support	UQ118E UQ119E	n/a	n/a

¹ For as long as you own the product

² Available in most countries

³ Duration shown is for substantial conformance to specifications; media warranty is 90 days. See www.procurve.com/contact-support for phone support details and www.procurve.com/software for software releases included in product purchase price.

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Software (continued)						
Product name	Product number	Standard warranty	Service level		Post-warranty	
			Onsite/Offsite service level	Care Pack #	Post-warranty service level	Care Pack #
Identity Driven Manager (IDM)						
HP ProCurve Identity Driven Manager 2.3 (500 users)	J9012A	90 days ¹	3 Yr 9x5 SW Support	UQ124E	n/a	n/a
HP ProCurve Identity Driven Manager 3.0 (500 users)	J9438A		3 Yr 24x7 SW Support	UQ125E		
HP ProCurve Identity Driven Manager 2.3 (1.0 upgrade)	J9013A	90 days ¹	3 Yr 9x5 SW Support	UQ114E	n/a	n/a
HP ProCurve Identity Driven Manager 2.3 (+2,000 users)	J9014A		3 Yr 24x7 SW Support	UQ115E		
HP ProCurve Identity Driven Manager 3.0 (unrestricted user)	J9439A	90 days ¹	3 Yr 9x5 SW Support 3 Yr 24x7 SW Support	UQ132E UQ133E	n/a	n/a
HP ProCurve Identity Driven Manager 3.0 (+1,000 users)	J9440A	90 days ¹	3 Yr 9x5 SW Support 3 Yr 24x7 SW Support	UQ118E UQ119E	n/a	n/a
HP ProCurve Manager Plus (PCM+)						
HP ProCurve Manager Plus 2.3 upgrade from PCM 1.6 or newer	J9056A	90 days ¹	3 Yr 9x5 SW Support 3 Yr 24x7 SW Support	UQ112E UQ113E	n/a	n/a
HP ProCurve Manager Plus 2.3 50-device license	J9057A	90 days ¹	3 Yr 9x5 SW Support 3 Yr 24x7 SW Support	UQ116E UQ117E	n/a	n/a
HP ProCurve Manager Plus 2.3 +100-device license	J9058A	90 days ¹	3 Yr 9x5 SW Support 3 Yr 24x7 SW Support	UQ118E UQ119E	n/a	n/a
HP ProCurve Manager Plus 2.3 unlimited-device license	J9059A	90 days ¹	3 Yr 9x5 SW Support 3 Yr 24x7 SW Support	UQ128E UQ129E	n/a	n/a
HP ProCurve Manager Plus 3.0 50-device license upgrade	J9173A	90 days ¹	3 Yr 9x5 SW Support 3 Yr 24x7 SW Support	UQ114E UQ115E	n/a	n/a
HP ProCurve Manager Plus 3.0 software with 50-device license	J9174A	90 days ¹	3 Yr 9x5 SW Support 3 Yr 24x7 SW Support	UQ116E UQ117E	n/a	n/a
HP ProCurve Manager Plus 3.0 100-device license	J9175A	90 days ¹	3 Yr 9x5 SW Support 3 Yr 24x7 SW Support	UQ118E UQ119E	n/a	n/a
HP ProCurve Manager Plus 3.0 unlimited-device license upgrade	J9176A	90 days ¹	3 Yr 9x5 SW Support 3 Yr 24x7 SW Support	UQ130E UQ131E	n/a	n/a
HP ProCurve Manager Plus 3.0 software with unlimited-device license	J9177A	90 days ¹	3 Yr 9x5 SW Support 3 Yr 24x7 SW Support	UQ598E UQ599E	n/a	n/a
HP ProCurve Network Immunity Manager (NIM)						
HP ProCurve Network Immunity Manager 1.0 50-device license	J9060A	90 days ¹	3 Yr 9x5 SW Support	UQ122E	n/a	n/a
HP ProCurve Network Immunity Manager 2.0, 50-device license	J9161A		3 Yr 24x7 SW Support	UQ123E		
HP ProCurve Network Immunity Manager 1.0 +100-device license	J9061A	90 days ¹	3 Yr 9x5 SW Support	UQ124E	n/a	n/a
HP ProCurve Network Immunity Manager 2.0, 100-device license	J9162A		3 Yr 24x7 SW Support	UQ125E		
HP ProCurve Network Immunity Manager 1.0 unlimited-device license	J9062A	90 days ¹	3 Yr 9x5 SW Support	UQ132E	n/a	n/a
HP ProCurve Network Immunity Manager 2.0, unlimited-device license	J9163A		3 Yr 24x7 SW Support	UQ133E		
Upgrade HP ProCurve Network Immunity Manager 1.0 to 2.0, 50-device license	J9179A	90 days ¹	3 Yr 9x5 SW Support 3 Yr 24x7 SW Support	UQ116E UQ117E	n/a	n/a
Upgrade HP ProCurve Network Immunity Manager 1.0 to 2.0 unrestricted-device license	J9180A	90 days ¹	3 Yr 9x5 SW Support 3 Yr 24x7 SW Support	UQ130E UQ131E	n/a	n/a
HP ProCurve Mobility Manager						
HP ProCurve Mobility Manager 2.0 with 50-device license	J9074A	90 days ¹	3 Yr 9x5 SW Support 3 Yr 24x7 SW Support	UQ116E UQ117E	n/a	n/a
HP ProCurve Mobility Manager 2.0 +100-device license	J9075A	90 days ¹	3 Yr 9x5 SW Support 3 Yr 24x7 SW Support	UQ120E UQ121E	n/a	n/a
HP ProCurve Mobility Manager 2.0 with Unlimited-device license	J9076A	90 days ¹	3 Yr 9x5 SW Support 3 Yr 24x7 SW Support	UQ132E UQ133E	n/a	n/a
HP ProCurve Mobility Manager 2.0 upgrade from PMM 1.1	J9081A	90 days ¹	3 Yr 9x5 SW Support 3 Yr 24x7 SW Support	UQ112E UQ113E	n/a	n/a
HP ProCurve Mobility Manager 3.0 with 50-device license	J9291A	90 days ¹	3 Yr 9x5 SW Support 3 Yr 24x7 SW Support	UQ116E UQ117E	n/a	n/a

¹Duration shown is for substantial conformance to specifications; media warranty is 90 days. See www.procurve.com/contact-support for phone support details and www.procurve.com/software for software releases included in product purchase price.

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Software (continued)						
Product name	Product number	Standard warranty	Service level		Post-warranty	
			Onsite/Offsite service level	Care Pack #	Post-warranty service level	Care Pack #
HP ProCurve Mobility Manager (continued)						
HP ProCurve Mobility Manager 3.0 with 100-device license	J9292A	90 days ¹	3 Yr 9x5 SW Support 3 Yr 24x7 SW Support	UQ120E UQ121E	n/a	n/a
HP ProCurve Mobility Manager 3.0 with unlimited-device license	J9293A	90 days ¹	3 Yr 9x5 SW Support 3 Yr 24x7 SW Support	UQ132E UQ133E	n/a	n/a
Wireless LAN Edge Device Applications						
HP ProCurve MSM710 Mobility Services upgrade	J9331A	90 days ¹	3 Yr 9x5 SW Support 3 Yr 24x7 SW Support	UQ110E UQ111E	n/a	n/a
HP ProCurve MSM730 Mobility Services upgrade	J9332A	90 days ¹	3 Yr 9x5 SW Support 3 Yr 24x7 SW Support	UQ116E UQ117E	n/a	n/a
HP ProCurve MSM750 Mobility Services upgrade	J9333A	90 days ¹	3 Yr 9x5 SW Support 3 Yr 24x7 SW Support	UQ126E UQ127E	n/a	n/a
HP ProCurve MSM320 RF sensor license	J9384A	90 days ¹	3 Yr 9x5 SW Support 3 Yr 24x7 SW Support	UQ108E UQ109E	n/a	n/a
HP ProCurve RF Manager sensor license—50-sensor upgrade	J9399A	90 days ¹	3 Yr 9x5 SW Support 3 Yr 24x7 SW Support	UQ122E UQ123E	n/a	n/a
HP ProCurve RF Planner	J9400A	90 days ¹	3 Yr 9x5 SW Support 3 Yr 24x7 SW Support	UQ120E UQ121E	n/a	n/a
CNMS Software Series						
HP ProCurve CNMS 200 software	J9428A	90 days ¹	3 Yr 9x5 SW Support 3 Yr 24x7 SW Support	UQ126E UQ127E	n/a	n/a
HP ProCurve CNMS 500 software	J9429A	90 days ¹	3 Yr 9x5 SW Support 3 Yr 24x7 SW Support	UQ130E UQ131E	n/a	n/a
HP ProCurve CNMS license—500-license upgrade	J9430A	90 days ¹	3 Yr 9x5 SW Support 3 Yr 24x7 SW Support	UQ122E UQ123E	n/a	n/a
Guest Management Software						
HP ProCurve Guest Management software	J9355A	90 days ¹	3 Yr 9x5 SW Support 3 Yr 24x7 SW Support	UQ106E UQ107E	n/a	n/a

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Legend

3 Yr Next Day Parts Only = 3-year, parts only, global next-day advance exchange
3 Yr 4 hr/13x5 = 3-year, 4-hour onsite, 13x5 coverage for hardware
3 Yr 4 hr/24x7 = 3-year, 4-hour onsite, 24x7 coverage for hardware
3 Yr Support Plus 24 = 3-year, 4-hour onsite, 24x7 coverage for hardware, 24x7 software phone support
3 Yr 24x7 SW Support = 3-year, 24x7 phone support for hardware and switch software. No onsite support with this service.
1 Yr 4 hr/13x5 = 1-year, post-warranty, 4-hour onsite, 13x5 coverage for hardware
1 Yr 4 hr/24x7 = 1-year, post-warranty, 4-hour onsite, 24x7 coverage for hardware
1 Yr Support Plus 24 = 1-year, post-warranty, 4-hour onsite, 24x7 coverage for hardware, 24x7 software phone support
1 Yr Next Day Parts Only = 1-year, post-warranty, parts only, global next-day advance exchange
Installation = Installation with minimum configuration, during local business hours, system-based pricing
Install/Startup = Installation with HP-provided configuration, during local business hours, system-based pricing

HP ProCurve software

For the latest updates to HP ProCurve software, go to www.hp.com/go/procurve and select "Software Downloads".

HP Care Pack pricing

Care Pack pricing is system-based, meaning that all modules and accessories are serviced as part of the price of the Care Pack for the parent product.

E = electronic Care Pack
 PE = post-warranty electronic Care Pack

For information on worldwide pricing and availability, go to: www.hp.com/go/procurveservices

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