

PROTECT YOUR INVESTMENT IN THE EASIEST AND MOST COST-EFFECTIVE WAY

Why Purchase a Maintenance Plan?

Maintaining an active maintenance plan ensures:

1. **Your solution is current and up-to-date**—keep pace with the demands of your IT and business users, stay innovative and evolving, improve IT productivity, and leverage the new features you've been waiting for.
2. **You have accessible technical support**—LiveAction technical support will help avoid downtime, blind troubleshooting, and unnecessary frustration. Save time and costs when it comes to IT operations.
3. **You have the choice to reinstall purchased software**—In case of a hardware failure, an active maintenance plan makes recovery simpler and easier by expediting replacement key recovery from LiveAction.

Active maintenance grants you access to our new LiveNX releases and features. Utilize these capabilities from recent product updates.

What Was Included in Version 4 Releases	What Was Included in Version 5 Releases	What Will Be Included in Version 6 Releases
<p>Topology scaling Support for devices with 1,000 interfaces</p>	<p>Cisco SD-WAN (Intelligent WAN) Management Application and path visualizations to effectively validate WAN Return-on-Investment</p>	<p>6.0 Release Coming Soon! Make sure your maintenance plan is up-to-date to take advantage</p>
<p>Flow sampling reports and dashboards Increased visibility to accelerate troubleshooting tasks</p>	<p>Web UI Introduction of the Early Adopter Release of the LiveNX Web UI</p>	
<p>Cisco Pfrv3 dashboard and reports Optimize your Cisco infrastructure for performance</p>	<p>Capacity planning with guided workflow Determine how the network is meeting the needs of the business</p>	
<p>Expanded device compatibility Cisco Nexus 7K, integration with Gigamon GigaSMART & Ixia Network Visibility solutions</p>	<p>LiveUX integration Correlate end-user experience and network information to accelerate problem resolution</p>	
<p>Restful API and enhanced reporting Enables integration with other tools to achieve a single pane of glass</p>	<p>Expanded device support (Cisco 4500, 3850, Nexus 9000 Series) Get the most out of your hardware investment</p>	
<p>Role-based Access Control (RBAC) and logging of commands Simplifies and secures management of LiveNX users</p>	<p>Simplified installation and deployment Added OVA packaging with automated upgrades</p>	

To renew or get active maintenance, register for training, or receive support, visit:

<http://www.liveaction.com/support/maintenance-plans/>

How to Purchase Your Initial LiveAction Maintenance Plan

You can obtain a maintenance plan at the time you initially purchase LiveNX. You may purchase a maintenance plan directly from LiveAction, a LiveAction Channel Partner, or from the Cisco GPL. You can choose from three maintenance term options:

- One-year contract
- Three-year contract
- Five-year contract

How to Add, Renew, or Expand a LiveAction Maintenance Plan for an Existing LiveNX Installation

Please contact your Customer Success Manager at sales@liveaction.com or **1-888-881-1116** if you're planning to add, renew or expand your maintenance plan. You can add additional device coverage to your maintenance plan by co-termining maintenance to a single expiration date. Additionally, existing LiveAction customers under an existing maintenance plan, will get a reminder from their designated Customer Success Manager three months prior to the expiration date of their maintenance contract.

Included Services

Live Support

By maintaining an active maintenance plan, you will receive technical support during business hours. If you have an emergency (depending on severity), we offer 24/7 support. Our LiveAction experts will be able to answer questions you have, guide you step-by-step through the installation and deployment process, and provide a solution tailored to your specific situation. *Contact our technical support at: support@liveaction.com or **408-217-6501**.*

For more details, check out: <http://www.liveaction.com/support/maintenance-plans/>

Patch Releases

With active maintenance, you will be able to receive patch or functional enhancement releases as such revisions become available to LiveAction customers.

Insightful Content

Set-up, installation or configuration questions? Get quality answers fast. Access to our step-by-step User Guide documentation, datasheets and other helpful solution documents will be available to you at any time.

“Tremendously powerful tool for improving efficiency.”

– Scott Wilson, Systems Engineer Manager at Cisco

FAQs

How can I renew my LiveAction maintenance plan?

To renew your maintenance plan, contact LiveAction sales at sales@liveaction.com or **1-888-881-1116**. Otherwise, you will be contacted three months before your maintenance plan expires.

When does my maintenance plan expire?

You may find the maintenance expiration date by looking at your LiveNX Server Management Console or the About section of the LiveNX web client. If you have a perpetual license, you will see a specific maintenance expiration date noted. If you have a subscription license, you will only see a license expiration date, which also notifies you when your included services will end. You may contact sales@liveaction.com or **1-888-881-1116** to renew your subscription.

Will I be informed when the maintenance is about to expire?

You will receive a reminder through email or telephone from your Customer Success Manager within three months prior to your maintenance expiration date.

Where can I download the latest version of the LiveNX software?

Please go to www.liveaction.com/download/ to download the latest version of the LiveNX software. You must have an active maintenance plan to upgrade your installed software to the next major release version (4.x to 5.x, 6.x and on).

What is the consequence of not maintaining an active maintenance plan?

If you own a perpetual license, but your maintenance plan has lapsed, there may be an additional cost to bring the plan current. For example, if your maintenance plan has lapsed for 6 months, the cost for those 6 months will be included in your maintenance plan renewal.

Can you tell me the total cost of renewing/reinstating the maintenance plan of all my licenses?

Please ask your Customer Success Manager at sales@liveaction.com or **1-888-881-1116** to inquire about the total cost of renewing or co-termining your maintenance plan.

How can I request pricing?

Please contact your designated Customer Success Manager at sales@liveaction.com or **1-888-881-1116** and provide your company name, so that we can locate your purchase records more easily.

**“This software can save
thousands on service”**

— Richard Weber, Network Engineer, Dell Systems

Additional Services Available from LiveAction

Professional Services

Customers—Our LiveAction professional services team provides basic to advanced consulting services. During each visit, they will be available to install and configure LiveNX on-site. Types of Professional Services include, but are not limited to:

- Implementation Services Consulting
- Advanced Application Performance Consulting
- QoS Policy Architecture Consulting
- IWAN Consulting

For additional information and pricing, please contact your designated Customer Success Manager.

Training

Customers—Our Training Services will help your IT department get up-to-speed on everything there is to know about LiveAction products. During our instructor-led online or on-site training courses, or self-paced e-Learning you will learn:

- Skills to apply proactive network maintenance and quick troubleshooting
- Appropriate expertise to ensure superior network availability and quality
- How to make the most of your network investment and lower operating costs

Customers who would like to sign up for training, please contact: sales@liveaction.com

“Have been using it for a couple of years now, a must have for medium to large networks.”

— Saqib Malik, Network Architect at Houston Methodist

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