

# DeltaV™ Distributed Control System Product Support



## Key Benefits

- Minimize downtime and system disruptions with faster issue resolution
- Receive expert assistance in proactively optimizing the performance of the system
- Efficient management of software updates
- Comprehensive online system inventory to help you plan for upgrades, replacement, and obsolescence.
- Optimize performance to achieve sustainable production improvements
- Improve collaboration by managing systems across your enterprise

## Introduction

Faster issue resolution leads to less unplanned downtime, and Emerson's expert technical engineers can proactively optimize the performance of your system enabling you to achieve sustainable production improvements. Get unlimited 24x7 support with secure remote system diagnosis capabilities. You can call or chat with our support team or submit questions and issues through the Guardian™ digital platform. Email and chat support are also available 24 hours during Monday through Friday.

## Features



### 24/7 Expert Product Support (GSC)

Includes unlimited 24x7 Expert Telephone Product Support, with secure remote system diagnosis capabilities. You can call our Product Support or submit questions and issues through the Guardian™ platform. Email and Chat Support are also available 24 hours during Monday through Friday.



### Remote System Diagnosis

Remote system diagnosis helps speed-up troubleshooting and problem resolution, effectively reducing downtime in critical situations.



### Service Call Logs

Service Call Logs allow you to monitor the progress of technical support calls, examine past service calls, and send/receive call status updates.



### Guardian Software Update Delivery Service (GSUDS)

This feature provides an automated delivery (either on demand or scheduled) of updates specific to the enrolled system.



### Software/Firmware/Antivirus Updates\*\*

The latest product patches, hotfixes, and antivirus updates matched to system content can be accessed directly from the Guardian platform. Trellix updates are downloadable directly from Guardian, while test results for Symantec antivirus pattern files are also published.



### System Health Score\*

The System Health Score measures Key Performance Indicators (KPIs) that determine the performance of high-risk areas. These risk areas typically include KBA management, Software Updates, Service Calls, and Asset Lifecycle Support Status.



### Knowledge Base Articles (KBA)

KBAs are prepared by Emerson's Technology organization as a supplement and update to standard product documentation. These are evaluated for applicability to a broad audience of system users.



### Lifecycle Status

Guardian assists with lifecycle management by matching your enrolled hardware or software content to its associated lifecycle status via the dashboard. Asset Lifecycle status information helps you plan system management and sustainability investments.



### Asset and License Inventory

Guardian provides an updated and accurate inventory of all system components and licensing. Access information like serial numbers, software and hardware versions, and registered system licenses.



### Security Updates\*\*

Monthly Microsoft security updates are tested for compatibility and matched to your systems based on the Microsoft Operating System version and DeltaV version. These updates are downloadable directly from Guardian.



### Downloadable Installation Media

Guardian allows you to download the installer media of our latest major software version and upgrades, including new features and enhancements. Users can download the latest media directly from Guardian.



### Guardian Virtual Advisor\*\*\*

Guardian features an advanced AI Advisor that utilizes machine learning to analyze large volumes of data within the platform offering quick, accurate, and user-friendly access to information.

\*\*These features are only available as part of the Product Support offering for DeltaV DCS systems with DeltaV DSC software that is within the Conventional Software Support (CSS) period (see **Product Support Guideline** for details regarding the CSS period). For DeltaV DCS systems with DeltaV DSC software that is outside of the CSS period, these features will not be available as part of the Product Support offering.

\*\*\*This feature is currently designed to address inquiries related to DeltaV DCS KBAs and Books Online. Future versions of the Guardian Virtual Advisor will include training on additional product lines and information available within the Guardian Digital Platform.

#### \*Legal Disclaimer:

The urgency and severity ratings of this notification are not tailored to individual users; users may value notifications differently based upon their system or network configurations and circumstances. The "System Health Score" presented in the Guardian website indicates the performance of the system based upon a comparison of identified risk area management relative to other systems subscribed to Product Support worldwide. The Guardian "System Health Score" considers only what is known to Emerson relative to a limited collection of risk factors (e.g. Knowledge Base Articles, uninstalled hotfixes, etc.) with no consideration of the processes under control, the application/configuration of that system, or the actual actions taken locally to mitigate the identified risks. A high "System Health Score" is a recognition of the efforts taken to mitigate these particular risks Guardian is capable of identifying, but in no way guarantees, or implies, that the operation of the system is risk free in any way.

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## Ordering Information

A product support quotation can be requested by logging in to the Guardian platform and selecting Request to Quote. An email notification will be sent to you as reference and to the appropriate Emerson representative who will assist you with your request.

Description	1-Year Model Number	Multiyear Model Number
Product Support <sup>1</sup> for multiple consolidated DeltaV systems in one site	VE9041SCxxx <sup>2</sup>	VE9041SCxxx <sup>2</sup> -y <sup>3</sup>
Product Support <sup>1</sup> for an additional 1,000 DSTs of multiple consolidated DeltaV systems in one site when order exceeds 30,000 DSTs	VE9041SC1KEXT	VE9041SC1KEXT-y <sup>3</sup>
Product Support <sup>1</sup> for multiple consolidated Returning DeltaV Customer with Expired Support > 1 Year		VE9041SCRCxxx <sup>2</sup> -y <sup>3</sup>
Product Support <sup>1</sup> for an additional 1,000 DSTs of one Returning DeltaV Customer with Expired Support > 1 Year when order exceeds 30,000 DSTs		VE9041SRC1KEXT-y <sup>3</sup>
Product Support <sup>1</sup> for an additional 1,000 DSTs of multiple consolidated Returning DeltaV Customer system in one site with Expired Support > 1 Year when order exceeds 30,000 DSTs		VE9041SCRC1KEXT-y <sup>3</sup>

<sup>1</sup>All Product Support part numbers include 24x7x365 round-the-clock support

<sup>2</sup>Where xxx represents the licensed DST count, up to 30,000 DSTs

<sup>3</sup>Where y represents the number of years desired (3 or 5 years)

**NOTE:** Guardian Enterprise Agreements use the single-year part number for agreement calculations.

### Conventional Software Support

As part of your active enrollment in product support, we created the Conventional Software Support (CSS) license that will be installed on your system to enable DeltaV software updates, including hotfixes that are created for a software version before or during the Conventional Software Support (CSS) period. A CSS license will be generated for each system at the time of your initial product support purchase and renewals. This is a DeltaV license that should be applied to a specific DeltaV DCS and is not transferable or reusable in other systems with a different system ID. The license expiration date is concurrent with

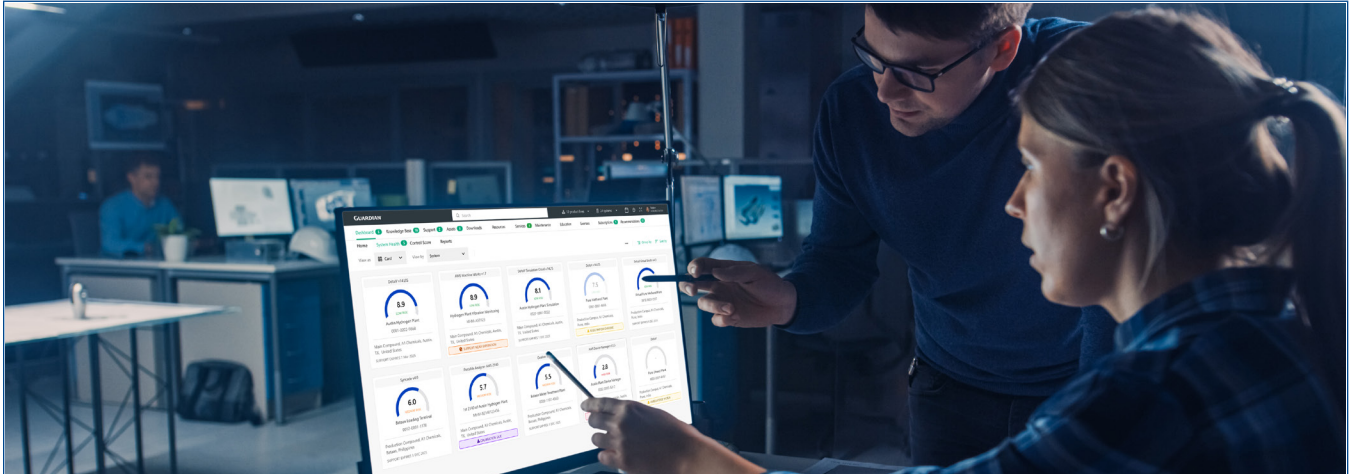
the support plan expiration. Active Guardian users can download the CSS license at <https://guardian.emerson.com>. A hotfix identified as Safety-Related may be applied to all appropriate DeltaV DCS, including those without CSS licenses and no product support subscription.

### Service Requirements

DeltaV version 7.4 or higher required. System information collection requires periodic customer use of an automation-assisted process using the standard DeltaV DCS registration utility. This process does not require a direct Internet system connection.

## How It Works

DeltaV Product Support is delivered through Guardian. Guardian is Emerson's digital platform for addressing the end-to-end lifecycle needs of automation & control software and asset performance management solutions. The Guardian digital experience enables users to quickly connect to product support; securely manage subscriptions; get intuitive views into system health; and explore additional software and services that propel performance.



### With Guardian, You Can:

- **Easily Access Product Support:** Connect to experts available 24x7x365 to troubleshoot and fix system disruption.
- **Minimize Downtime:** Gauge the overall health of your system via the system health score that measures critical Key Performance Indicators related to system maintenance, find relevant recommendations, KBAs and more!
- **Simplify Subscription Management:** Manage your Emerson product subscriptions and plan for timely renewals, all from one place.
- **Expand Operational Capabilities:** Propel operational performance to new levels by strategically selecting and deploying a range of services and solutions.

To learn how Guardian addresses your product support, subscription management and lifecycle software and services needs, contact your local Emerson sales office or representative, or visit [www.emerson.com/guardian](http://www.emerson.com/guardian).

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