

## Hotfix Application & Support

Let an AVEVA Select certified technical expert direct the deployment of a needed hotfix so your software can operate at peak performance. This service provides you with guidance and support from an AVEVA Select certified technical expert to direct the application of a hotfix to your production system.

**\$2,400**

Hotfixes are often released to address specific issues customers experience with their software. They may address bugs that impact development or runtime reliability, usability, safety, security and performance, providing enhanced features and system performance. Our Hotfix Application and Support service will minimize your risk and save you time when applying hotfixes to your AVEVA system. One of our AVEVA certified technical experts that is knowledgeable in both your AVEVA software usage and your operational environment will assess the current version of your installed software and provide coordination and sequence of events that will lead to a successful hotfix deployment. We will also ensure that the hotfix is deployed with minimal impact to your production system.

### What's Included

- Review of existing AVEVA architecture and software version information to ensure hotfix applicability
- Backup of files being replaced by the hotfix
- Application of hotfix using R&D-provided instructions and best practices for minimizing downtime
- Confirmation of successful application of the hotfix
- Standby support during return to operations immediately following the hotfix application
- Confirmation that the hotfix has resolved the issue intended
- Emergency rollback to previous file versions should the hotfix introduce unexpected issues into the system