

Guardian Support Bridge for DeltaV™ v11.3.1

- Greater flexibility for upgrade planning and implementation
- Reduced risk of system security issues
- Peace of mind
- Easier upgrades



The Guardian Support Bridge service for DeltaV™ v11.3.1 provides flexibility to perform control system upgrades when your schedule allows.

Introduction

Regularly upgrading your control system software not only allows you to take advantage of new DeltaV™ product functionality — it also ensures that full system support is available and that your control system software is compatible with rapidly changing technology.

While keeping system software current is important, some facilities are not able to upgrade their DeltaV software version before the end of Conventional Software Support for their installed version. The absence of DeltaV hotfixes and Microsoft® security updates leaves these organizations in a vulnerable position, and subject to unplanned downtime and/or security threats.

Guardian Support Bridge service available only to Guardian Support subscribers, offers DeltaV hotfix and Microsoft security update support for an additional three years after the completion of Conventional Software Support (CSS) for DeltaV version v11.3.1. This service provides a bridge of support until the system can be upgraded to a more current version of DeltaV software.

Benefits

Greater flexibility for upgrade planning and implementation. Guardian Support Bridge enables you to adjust the scheduling of your software upgrade from DeltaV v11.3.1 to a time that suits your business needs and long-term production targets.

Reduced risk of system security issues. Could your plant operation be at risk because of the lifecycle status of your software? Once CSS ends for a DeltaV software version, Microsoft security updates are no longer tested and provided for that version. The Bridge service keeps your system secure after CSS ends for version v11.3.1 by continuing to provide security and anti-virus software updates.

Peace of mind. Unplanned downtime equals lost production, and the longer your process is down, the more expensive it gets. With Guardian Support Bridge service, you have the assurance of knowing if you experience a critical issue with your installed DeltaV version v11.3.1 software, Emerson support specialists will troubleshoot and, if required, create a hotfix to address your technical issue and get your system back up and running.

Easier upgrades. Upgrade planning can be tedious, and when you have to perform an upgrade in multiple stages, it's even more complex. Customers enrolled in Guardian Support Bridge service can easily upgrade directly from DeltaV version v11.3.1 to DeltaV version v12, v13 or v14, without having to perform an interim upgrade.

Service Description

Guardian Support Bridge service for v11.3.1 provides three additional years of support beyond the standard five-year Conventional Software Support end date. This includes DeltaV software hotfixes, testing of Microsoft security updates, and anti-virus updates for the v11.3.1 DeltaV version.

Deltav hotfixes

Per the DeltaV Lifecycle Guidelines, CSS provides software hotfix support for five years from the general distribution release date of Service Pack 1 for a major version. After the five year CSS period, Emerson's standard support commitment ends and issues found with software will likely require an upgrade to resolve.

Systems enrolled in Guardian Support Bridge for DeltaV v11.3.1 will have software hotfix support up to an additional three years for critical issues. Hotfixes, when merited, generated during the three years of the Guardian Support Bridge service will only be available to systems enrolled in the service.

Microsoft security updates

Emerson tests Microsoft security updates on DeltaV versions during the five year CSS period. Systems running DeltaV software versions beyond the end of CSS become vulnerable without these security updates.

Guardian Support Bridge service protects enrolled systems by continuing to provide Microsoft security updates that have been tested and approved for use with DeltaV v11.3.1. The service does not include compatibility testing of subsequent Microsoft operating systems with v11.3.1.

Anti-virus software updates

Emerson tests and supports specific versions of the Symantec anti-virus application for the DeltaV System. Alternatively, McAfee anti-virus and whitelisting solutions are also available for DeltaV Systems with v11.3.1. Please refer to the data sheets for Endpoint Security for DeltaV Systems and Application Whitelisting for DeltaV Systems for more information.

As with the Microsoft security updates, the latest available virus signature files (McAfee and Symantec) are tested monthly with DeltaV software versions that are within their five-year CSS period. This testing will continue for an additional three years past the CSS end-date for DeltaV v11.3.1.

Customers enrolled in Guardian Support Bridge will have continuous support for these malware protection solutions.

Service notes

Hotfixes generated during the Conventional Software Support period are available to systems enrolled in Guardian Support.

Guardian Support Bridge is a service option available to Guardian Support subscribers.

Guardian Support is a single point of critical system information to help you effectively manage your DeltaV automation system. Guardian delivers technical support and personalized service information. Refer to the DeltaV Guardian Support Service Data Sheet for details on this service.

DeltaV Version v11 Timeline								
	YR 1	YR 2	YR 3	YR 4	YR 5	YR 6	YR 7	YR 8
Conventional Software Support						Guardian Bridge Support		
July 2010	Dec. 2011	Dec. 2012	Dec. 2013	Dec. 2014	Dec. 2015	Dec. 2016	Dec. 2017	Dec. 2018
v11.3 Released	Service Pack 1 Released for v11.3; CSS Starts for v11					CSS ends for v11; Guardian Support Bridge starts for v11		

Guardian Support Bridge Ordering Information	Model Number
v11.3.1 Guardian Support Bridge – Year 6 (Dec. 1, 2016, to Nov. 30, 2017)	VE9050R11Y6Sxxxx*
v11.3.1 Guardian Support Bridge – Year 7 (Dec. 1, 2017, to Nov. 30, 2018)	VE9050R11Y7Sxxxx*
v11.3.1 Guardian Support Bridge – Year 8 (Dec. 1, 2018, to Nov. 30, 2019)	VE9050R11Y8Sxxxx*
Contact your local Emerson sales office for a quotation.	

* Where xxxx represents the location’s aggregate DST count, up to 30000 DSTs.

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