

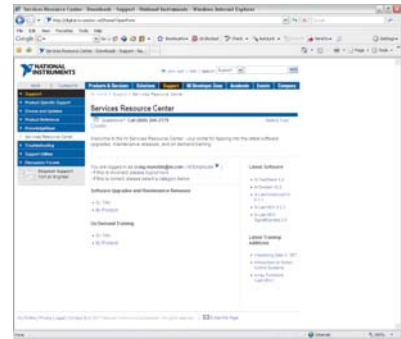
# Software Maintenance and Support Services

## Benefits

- Regular and automatic software upgrades and updates
- Priority technical support (check local availability)
- Exclusive access to on-demand training through the Services Resource Center

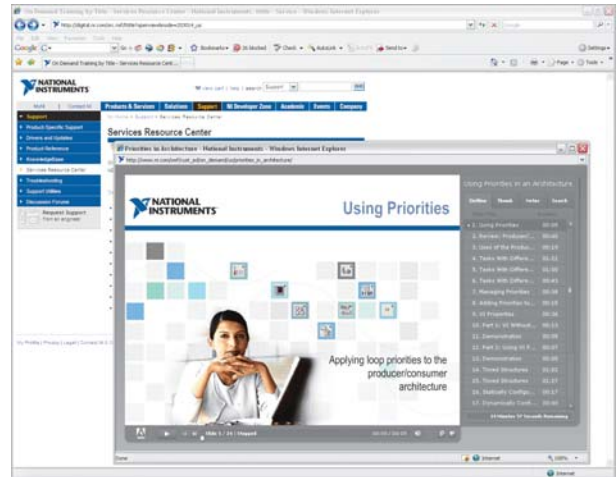
## NI Products

- LabVIEW
- NI Developer Suite
- NI TestStand
- LabWindows™/CVI
- Measurement Studio
- DIAdem
- IMAQ Vision
- Lookout



## Overview

Membership in National Instruments software maintenance and support programs provides the latest NI software technologies as well as routine fixes through automatic upgrades and maintenance releases. The programs also increase your efficiency and shorten development time by offering you free on-demand training through exclusive access to the Services Resource Center and the highest level of technical support from NI applications engineers via phone and e-mail. You can subscribe to one year of software maintenance and support for less than a single upgrade.



## Ordering Information

Software Maintenance and Support for  
LabVIEW for

- Windows, Mac OS X, Linux® (1 license).....930000-02
- Sun or HP-UX (1 user) .....930000-03

- LabVIEW Datalogging and  
Supervisory Control Module .....930100-01

- LabVIEW Real-Time Module (1 license) .....930840-01

- Vision Development Module .....930859-01

- Measurement Studio .....930800-01

- LabWindows/CVI.....930001-02

Lookout

- Enterprise Systems, Developer Server, or Integrator ....930325-01
- Run-Time Only Server .....930326-01
- Client Node .....930328-01

NI TestStand .....	930777-01
DIAdem Base .....	930806-01
Advanced .....	930807-01
Professional .....	930810-01
NI Developer Suite Subscription Renewals	
Standard Edition .....	930901-01
Professional Edition .....	930902-01
Standard Test Edition .....	930903-01
Professional Test Edition .....	930904-01
Standard Control Edition .....	930905-01
Professional Control Edition .....	930906-01

## BUY NOW!

For complete product specifications, pricing, and accessory information, call 800 813 3693 (U.S.) or go to [ni.com/ssp](http://ni.com/ssp).



# NI Services and Support



NI has the services and support to meet your needs around the globe and through the application life cycle – from planning and development through deployment and ongoing maintenance. We offer services and service levels to meet customer requirements in research, design, validation, and manufacturing. Visit [ni.com/services](http://ni.com/services).

## Local Sales and Technical Support

In offices worldwide, our staff is local to the country, giving you access to engineers who speak your language. NI delivers industry-leading technical support through online knowledge bases, our applications engineers, and access to 14,000 measurement and automation professionals within NI Developer Exchange forums. Find immediate answers to your questions at [ni.com/support](http://ni.com/support).

## Training and Certification

NI training is the fastest, most certain route to productivity with our tools. NI training can shorten your learning curve, save development time, and reduce maintenance costs over the application life cycle. We schedule instructor-led courses in cities worldwide, or we can hold a course at your facility. We also offer a professional certification program

that identifies individuals who have high levels of skill and knowledge on using NI products. Visit [ni.com/training](http://ni.com/training).



## Professional Services

The NI Professional Services Team is composed of NI applications and systems engineers and the worldwide National Instruments Alliance Partner program of more than 600 independent consultants and integrators. Services range from startup assistance to turnkey system integration. Visit [ni.com/alliance](http://ni.com/alliance).

## Software Maintenance and Support Programs

NI offers service programs that provide automatic upgrades to your application development environment and higher levels of technical support. Membership in our service programs ensures that you always have the latest advances in productivity and receive live, on-demand access to NI applications engineers through phone and e-mail to assist in developing your solutions. Service programs are cost-effective and simplify software purchasing as an annual, fixed cost, making it easier to plan and budget than intermittent individual upgrades. For details, visit [ni.com/ssp](http://ni.com/ssp).

### No Service Membership

- Upgrades purchased separately
- Online support only through KnowledgeBase, Discussion Forums, and Developer Zone
- Access to KnowledgeBase, example code, troubleshooting wizards, solutions, and white papers

### Standard Service and Support Membership

- Automatic upgrades included
- Access to all online support including KnowledgeBase, Discussion Forums, Developer Zone, example code, troubleshooting wizards, solutions, and white papers
- Support by NI applications engineers through direct phone or e-mail access
- Exclusive access to on-demand training modules through the Services Resource Center

### Premier Service and Support Membership

- All the benefits of Standard Service
- Support by NI senior applications engineers through direct phone or e-mail access with extended hours of operation



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