

Hewlett-Packard Software Support

Business Technology Optimization (BTO) Customer Support Handbook



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1. Welcome to HP Software Support

Hewlett-Packard's Software Support team is committed to ensuring your success. This guide will provide important information on almost everything you need to know about HP Software Support. You will find guidelines and reference materials that will allow you to maximize your HP Software investment. It has never been quicker, easier, or more convenient for you to access our world class service.

Some restrictions may apply or processes may vary depending on your HP Software product, especially in cases of a Third Party software product. Such differences or changes are highlighted on a best effort basis.

1.1 About HP Software Support

HP offers customers direct, high-quality, responsive technical support. We strive to create a support environment that provides the information you need more quickly, resulting in uptime maximization, availability, and revenue generating potential in your environment. HP is dedicated to resolving your software product issues and to ensuring that you gain the most value possible from our product solutions.

HP Software Support brings a unique perspective built from serving thousands of HP Software customers for over 20 years. We have a worldwide support network in 65 different centers around the world, providing around-the-clock support in local languages in over 56 countries. We partner with over 60 Service Integrators in 24 countries.

Our support team consists of seasoned support engineers with skills and experience in HP Software technologies, as well as multi-platform environments.

We offer various levels of support to fit your individual business needs:

9x5	Phone-in assistance during local business hours, patch downloads, product updates
24x7	Phone-in assistance including holidays and weekends, patch downloads and product updates
Support Engineering Days	Provides even greater flexibility in the form of software technical assistance delivered either remotely or on-site by highly qualified and experienced support personnel to fit your business needs
Premier	Option of assigned enterprise support manager and/or named response center engineer, specialist team days, accelerated support delivery, bi-annual reviews and other priority services
	All offerings above include web-based 24x7 self-solve support and Customer Connection. www.hp.com/go/hpsupport

For more information on our Support offerings, please visit www.hp.com/go/hpsupport/support_options

3. Managing Your Support Relationship with HP

3.1 Electronic Software Delivery

Most HP Software products are now available for electronic software delivery. If you have purchased a product to be delivered electronically, your HP sales order must specify your HP Software product number with an "E" as the eighth character. For electronic software delivery or other sales order questions, please contact your HP sales representative or authorized HP partner.

3.2 Licensing Information

3.2.1 Implementation of Product – Obtaining Your Permanent License Key

Once you've purchased HP Software products, your support relationship begins with HP. Your initial set of media will be delivered to your company as either a physical shipment or an electronic delivery, depending upon the products you've selected. Once you receive your software, you will need to obtain your licenses.

Most HP Software is shipped with an "instant on" capability to enable you to implement your product for 60 days. Upon expiration, you will be prompted to deploy your permanent password. A password is a string of characters that gives you access to the full functionality of the software on your CD. This password is tied to a specific system ID. If the product you purchased is password protected, you have a number of options for retrieving the password. Online at Webware: www.webware.hp.com

Please note that 3rd party product licensing may vary. Information on how to retrieve such license keys can be found on the License Entitlement Certificate.

- Autopass: installed as part of some HP Software products. HP Autopass automatically retrieves the password once the CD-ROM is running. Not applicable for former Mercury products.
- Americas Phone/Fax/Email:
 - Phone 800 326 0411 or +1 801 431 1597
 - Fax +1 801 431 3654
 - Email Americas_password@cnd.hp.com
- Asia Pacific and Japan Phone/Fax/Email:
 - Phone (outside Japan) +81-3-3227-5672 - English Support
(within Japan) 03-3227-5264 - Japanese Support
 - Fax +81-3-3227-5238

- Email Asia_password@cnd.hp.com
- Europe, Middle East and Africa Phone/Fax/Email:
 - Phone +31-55-543-4642
 - Fax +31-55-543-4645
 - Email Europe_password@cnd.hp.com



NOTE: Your HP order number is required each time you request a password. The HP Order Number can be found on your License Entitlement Certificate included in your product shipment.

The HP GlancePlus, GlancePlus Pak and other Performance Software products delivered through the HP-UX Application (DART) release media require a codeword to unlock the permanent install files from the CD or DVD media and enable the installation process. The required codeword may be requested electronically at: www.licensing.hp.com.

- On the web: <http://licensing.hp.com>
- Americas Phone/Fax/Email:
 - Phone 800 538 1733
 - Fax 800 541-2633
 - Email hplicense.na@hp.com
- Asia Pacific and Japan Phone/Fax/Email:
 - Phone +81.426.48.9312 (Japan)
0120.42.1231
 - Fax +81.426.48.6279 (Japan)
0120.52.1231
+800.2052.1231 Toll Free
from AP countries except from
India, Indonesia, Vietnam and Japan
 - Email sw_codeword@hp.com
- Europe, Middle East and Africa Phone/Fax/Email:
 - Phone +353 (0)91 75 40 06 (Ireland)
 - Fax +353 (0)91 70 10 02 (Ireland)
 - Email codeword_europe@hp.com

3.2.2 License Maintenance

License Transfers

In the event that you need to move your licensing to a new or different piece of equipment, you can do so very easily through our licensing team.

- Online at Webware: www.webware.hp.com
- Americas Phone/Fax/Email:
 - Phone 800 326 0411 or +1 801 431 1597
 - Fax +1 801 431 3654
 - Email Americas_password@cnd.hp.com
- Asia Pacific and Japan Phone/Fax/Email:
 - Phone (outside Japan) +81-3-3227-5672 - English Support
(within Japan) 03-3227-5264 - Japanese Support
 - Fax +81-3-3227-5238
 - Email Asia_password@cnd.hp.com
- Europe, Middle East and Africa Phone/Fax/Email:
 - Phone +31-55-543-4642
 - Fax +31-55-543-4645
 - Email Europe_password@cnd.hp.com



NOTE: Your HP order number is required each time you transfer a permanent license key. The HP Order Number can be found on your License Entitlement Certificate included in your product shipment.

For more detailed information regarding how to use HP's WebWare site to obtain and manage permanent license keys, please review the password user guide at <https://webware.hp.com/WebwareLicenseManagementGuide.pdf>

Lost Entitlement Certificate

Your Entitlement or Right-to-Use Certificate contains your HP Order Number as well as HP Software products purchased. While an Entitlement or Right-to-Use Certificate is not required to request a permanent license, you should retain any certificates for your own reference and for compliance reasons. However, you must have a valid HP Order Number in order to request your permanent license key.

4. Your Support Contract

In order to log a support case, you will need to provide your Service Agreement ID (SAID) found on your support contract. Your SAID is a unique identifier for your support contract with HP. The SAID is printed on each contract and should be referenced whenever you are requesting technical support.

In the event that you have not yet received your support contract and SAID, you can still access technical support by calling your local phone number. For a list of local phone numbers, please visit www.hp.com/go/hpsupport/contact_list.

Your support contract details the HP Software products covered by support as well as the level of support you have purchased.

4.1 Renewing Your Support Contract

For your convenience, HP generates support contract renewal quotes approximately 90 days prior to expiration of your contract. It is important to review the renewal quote to avoid any disruption in service and support. Any questions pertaining to your quote should be directed to your HP sales representative or contract administrator. The name and contact information of your HP Contracts Administrator can be found on the quote. To review, revise and renew HP support contracts or to request assistance online, visit http://www.hp.com/go/hpsupport/contract_maint

5. Technical Support

5.1 Logging a Support Incident

Technical Support entitlement commences on the date of purchase. You can log incidents electronically or by phone. Once you have logged an incident, you should be receiving an incident ID within minutes. Once a solution has been defined, your incident history will include the resolution; this way you can review your incident at any time and retrieve this valuable information for future references.

5.1.1. Before Logging an Incident – Information Needed

- Support Agreement ID (SAID) of the contract that contains the product for which you need assistance
- Your contact information
- System information – what product is failing? Which version? What machine is the product running on?
- Problem Description – What are the expected results, what are the symptoms?
- Nature of problem – When did the problem begin? What has changed since it last functioned? Can the problem be reproduced?

5.1.2. Submitting an Incident Electronically

Logging an incident online is the most efficient and effective way of detailing your problem. Logging incidents online allows an unlimited amount of users in your environment to log the incident, whereas phone in support is usually restricted to two named callers.

Additionally, online incident logging allows you to track your incident at <http://www.hp.com/go/hpsoftwaresupport> >problem reporting>submit or track case.

Before you can log and track incidents online, you need to register on Software Support Online by creating an HP Passport User ID and Password. You can then link your SAID(s) to your HP Passport user ID. Anyone on your team can create an HP Passport User ID.

To add an SAID to your existing HP Passport account, please follow these easy steps:

1. Log in using your HP Passport account
2. Click "Edit your profile" at the top of your page
3. Choose "Edit Service Agreement Identifiers (SAID)"
4. Enter your support contract's SAID into the field and click "Add"
5. To review all support contracts tied to your HP Passport Account, click "List Contracts" on the left navigation bar

When submitting an incident, please make sure to select the appropriate severity level. Severity levels and response time goals are:

	Severity Level 1	Severity Level 2	Severity Level 3	Severity Level 4
Response Time Goals for BTO products	9x5: 2 office hours 24x7: 2 clock hours goal with prioritized support response	9x5: 6 office hours 24x7: 4 clock hours	9x5: 8 office hours 24x7: 6 clock hours	9x5: 1 business day 24x7: 1 business day
Definition	Production system is down. HP product is unusable resulting in total disruption of work or other critical business impact. No workaround is available	Major feature/function failure. Operations are severely restricted. A workaround is available	Minor feature/function failure. Product does not operate as designed, minor impact on usage, acceptable workaround deployed	Minor problem. Documentation, general information, enhancement request, etc.

Response Time Goals are provided as typical initial response times to support requests. Response time goals in no way create a legal requirement or obligation for HP to always provide such response in the stated time.

5.1.3. Opening an Incident by Phone

Your support contract contains the local HP Response Center phone number. You can also go to <http://www.hp.com/go/hpsoftwaresupport> > Problem Reporting > More > Support Contact Information to review the HP Response Center phone numbers by country. Please remember that you will be asked to provide your SAID when you log an incident.

5.1.4. Status Review

The easiest way to check the status of support incident is by accessing Software Support Online. You may also call HP to request status information.

The following information describes the possible status that may be assigned:

New: a case has just been logged.

Active: an engineer has been assigned.

Pending: an engineer has asked you for information and is waiting before he can proceed with the troubleshooting.

Monitor: an engineer has given you a solution and is waiting for your feedback.

Closed: the incident has been resolved and you agree it can be closed.

5.1.5. Incident Review by HP Software Support Duty Manager

If you have concerns regarding the progress being made toward the resolution of your support incident:

- Contact the engineer who owns the incident to make sure your incident was properly prioritized based on business situation and urgency. You may also request to have the engineer engage the HP Software Support Duty Manager on call.

In the Americas, you may contact the on-call Duty Manager directly by calling the Response Center at 800 633 3600, then press option '3', and then option '0' and ask to speak with the HP Software Support Duty Manager. For other regions, please call your country specific Response Center and ask for the person taking your call to engage the HP Software Support Duty Manager.

Please make sure to emphasize that you want to speak with an HP Software Support Duty Manager since there are multiple other Duty Managers within HP.

- If you logged an incident online, please follow the step above by calling your local Response Center.

You will need your incident ID when contacting the HP Software Support Duty Manager.

6. Support Tools

6.1. Software Support Online (SSO)

Software Support Online is an online support tool that provides a fast and efficient way to access interactive technical support tools needed to manage and optimize your business.




- Online access to HP Software's Knowledgebase of over 60 000 documents
- Online case submittal and tracking
- Discussion Forums
- Support Contract Management
- Information on available HP Software Services and Support offerings
- Software Updates and Patches
- Electronic Manuals
- Obsolescence Policy
- Enhancement Requests
- E-Notification of new information about your HP Software BTO products, including updates

For information on how to navigate Software Support Online and to take full advantage of all of its features, please take a few minutes to review the online training guide at www.hp.com/go/hpssoftwaresupport > Training > SSO Customer Training slides.

6.1.1. Accessing Software Support Online

www.hp.com/go/hpssoftwaresupport

Software Support Online content is protected with different levels of access:

- Public Content – Content is readily accessible to anyone. It requires no additional authorization to access
-  HP Passport User ID Required – Requires HP Passport user ID and password to access content. To establish an HP Passport account, simply click on the register link provided at the top of the webpage. Each member of your team can create their own user id and password.
-  Contract Required – Requires active software support contract and HP Passport account to access content. Linking an active contract to HP Passport can be done by going to www.hp.com/go/hpssoftwaresupport and selecting the Check Entitlement link on the right side of the page and then adding the SAID
-  Premium Contract Required – Requires an active HP Software Premier Support contract and HP Passport account to access content

Note: IT Resource Center (ITRC) account numbers cannot be used to submit or track a support case on this site.

6.1.2. Self-Solve Knowledge Search

HP's Self-Solve Knowledge Search provides immediate, easy-to-use recommendations from HP knowledge sources and technical forums. This tool is available 24x7 online to assist you and your staff in finding information needed to resolve software issues. With an improved user-friendly interface and advanced search options, you can get to the information you need even faster.

6.1.3. Software Update Manager (SUM)

HP Software support customers can register for HP Software Update Manager (SUM) to receive proactive email notifications of updates and download the latest version of the software.

Advantages of Software Update Manager:

- immediate notification when updates become available
- Easy download of the latest software version under support
- Accessible by multiple persons. This can be crucial when traveling, on vacation or if changing locations
- Access to key information, such as available updates and order status
- Fewer mailings

First, please register and create an ITRC user account. The person registering the account should be the primary person responsible for obtaining patches and updates. Typically, the first user who connects the SAID to their user account will be considered the primary user. The primary user can allow other users with their own ITRC accounts access to download code, but must first connect them to the SAID as additional users. How to access Software Update Manager, details on how to create an account and other processes, including SUM User Guide, can be found at: www.hp.com/go/hpssoftwaresupport > Where Do I Find > Software Updates

6.1.4. Patches

To search and download the latest patches: www.hp.com/go/hpssoftwaresupport > Where do I find > Software Patches

6.1.5. Manuals

Search and download the latest manuals: www.hp.com/go/hpssoftwaresupport >Using HP Software > Product Manuals

6.1.6. Obsolescence Policy

Read an overview of the HP OpenView product obsolescence policy: www.hp.com/go/hpssoftwaresupport > reference info

6.1.7. Non-Technical Case Logging

Non-Technical case logging provides you with the opportunity to ask questions that are non-technical in nature. This could relate to using our website, general licensing or your support contract. Please log such questions at www.hp.com/go/hpssoftwaresupport/casemanager/submitcase

Select the non-technical case radio button on the right hand side of the website and indicate the general category of your question. Once submitted, an HP representative will be in contact with you regarding your case status.

6.1.8. Discussion Forums

Customers can participate in discussion forums with other HP Software customers through the Discussion Forum link. The HP Support Forums is an online community for peer-to-peer technical support and knowledge sharing. Like-minded professionals gather to exchange knowledge, best practices, and experience. Information on the discussion forums can be found at: <http://forums1.itrc.hp.com/service/forums/familyhome.do?admit=-682735245+1195243607627+28353475&familyId=121>, or by navigating to the Discussion Forum link from the home page under Troubleshooting>More.

Participation in HP Discussion Forums requires registration. If not already registered, select Forums from the left hand navigation menu. From this screen, you can find discussion forum instructions, FAQs and other important information about the use of the discussion forums.

6.2. Software License History

HP Software License History provides a detailed listing of activated HP Software licenses for former OpenView products. Software License History will not only help you understand your software environment, it can also enable more effective management of legal licensing compliance requirements.

There are three available user types in Software License History:

HP Customers - Base Level Users - This user group represents those customers who have retrieved their software license password, provided their e-mail address to the HP Passwording Center upon registration, and who have an active and valid software support contract (system handle(s) or service agreement id (s)). Software License History is available for view by registrant e-mail address only.

HP Customer Software Asset Managers - A Customer Software Asset Manager is a customer who has been authorized by their HP Software representative to view all software license history records for the customer company. An active and valid software support contract (system handle(s) or service agreement id (s)) is also required.

More information can be found at: <https://hplha.ocs.com/Welcome.asp?EncryptUserId=>

6.3. Software Discovery

HP Software Discovery helps you maintain an updated profile of installed HP Software. Through automatic discovery of installed software, reports are created to track and manage your environment

<http://www.hp.com/go/hpsupport> > Where do I find > More > Software Discovery

7. Customer Connection

Customer Connection provides you more connections through our member exclusive portal, more knowledge through our member events, and more communication to keep you connected to HP Software. Best of all, Customer Connection is a complimentary membership program for HP's Software Customers with focus on the technical user!

- Member exclusive portal
 - Ø Consolidated technical information in one source, linking other existing software sources
 - Ø Provides access to different software specific tools and resources (e.g. downloads, discussion forums, product information)
- Dedicated Member Events
 - Ø Regular member-exclusive technical web seminar sessions and other member specific events with focus on product tips and tricks, new release information, best practices, etc.
- Focused and interactive communication pipeline
 - Ø Opportunities for customers to voice their opinion through surveys, focus groups and during member event sessions
 - Ø Monthly email newflash pushing information to customers (events schedules, portal news, product info, services announcements, etc)

www.hp.com/go/swcustomerconnection

8. Enhancements Requests

Enhancement requests are handled with different response procedures than technical incidents. HP Software support staff, product development team and marketing department reviews each request for feasibility. Although HP cannot guarantee that every request will result in an enhancement, we consider the business case for each request very carefully because these requests help us improve our products.

Enhancements that are accepted are in general released with the creation of a new version of our software.

If you do have an enhancement request that is critical to your environment and has an important business impact by not having the feature, you may start the Business Escalation Process. This process can only be initialized by your sales representative, as the financial impact of not having this feature needs to be clearly stated.

To log all other enhancement requests, go to <http://www.hp.com/go/hpsoftwaresupport> > Problem reporting > Submit an Enhancement Request. Please note that an active support contract is required.

You can track the status of an enhancement request at Software Support Online for former HP OpenView products. We are currently in the process to set up the same functionality for former Peregrine and Mercury products. Until this feature is in place, please follow up with your local HP support engineer.

9. Extending Your Support Offering

HP Software offers a breadth of Support offerings that will assist you in keeping your HP Software environment current, available and reliable. HP Software Support programs help you achieve the highest Return on Investment in HP Software. Our staff augments your staff to best manage HP Software in your IT environment. Maximize your return, improve and maintain continuity, stability and performance.

For more information on all of our support offerings, please visit www.hp.com/go/hpsupportsupport/support_options

Activity Type	9x 5	24 x 7	Premier Support
Technical support 9 hours a day, 5 days a week	ü	ü	ü
Software electronic support	ü	ü	ü
Access to technical resources	ü	ü	ü
Problem analysis and resolution	ü	ü	ü
Software product and documentation update	ü	ü	ü
HP Solution Centers may provide support in English or local language(s), or both	ü	ü	ü
Technical support 24 hours a day, 7 days a week		ü	ü
Escalation management (*exception basis for 9x5)		ü	ü
Named Response Center Engineer			Optional *
Onsite kickoff meeting			ü
Account Support Plan			ü
Highest reactive case prioritization			ü
Operational Profile Management			ü
Regular remote technical review			ü
3 HP Software specialist team days			ü
Critical patch notification			ü
Priority notification of software critical (class) problems			ü
Case history / trend analysis			ü
Enterprise Support Manager (ESM)			Optional *
Technical Service Days			Optional

With HP Software Premier Support you can chose from a Named Response Center Engineer (NRCE) and/or an Enterprise Support Account Manager (ESM).

You can further customize Premier Support by having additional team days.

10. Additional HP Software Services Offerings

We want to help you unlock the full value of your HP Software investment! Please make sure to review our complete set of service offerings, which include Support, Software as a Service and Professional Services. In case of any questions related to our offerings, contact your HP Sales Representative or HP Software Authorized Partner. You may also visit www.hp.com/go/hpsupport/support_options for more information.

10.1. Software as a Service (SaaS)

HP Software-as-a-Service (SaaS) provides a pre-deployed infrastructure over a secure Internet connection, as well as 24x7 support for the Business Technology Optimization (BTO) product portfolio. You achieve your desired business outcomes more quickly while minimizing risk and reducing IT complexity.

10.2. Professional Services – Consulting and Training

HP Professional Services provides best practice experience and productized services, exclusively focused on HP Software across the landscape of IT initiatives. Professional Services mentors, trains and enables you to align business outcomes with your investment and trust in HP's Software.

11. Appendix

11.1. Support Contract Sample

The HP Software support contract usually contains multiple pages. The first page provides high-level information about your account and various contact information. Please make sure that your contact information is always up-to-date. The second and any following pages go into details as to what HP Software products are part of your support contract.

If a support contract is a renewal support contract, and is no longer covered by the upfront payment as part of the license purchase, the following two pages (in our example below page three and four), will then go into payment details. Our example does not include pricing and therefore, no payment information is listed.

Support Account Overview



AMP ID: 0339477440

Special Terms and Conditions No:

Customer Address:
Mr. Contactperson
1234 Contactperson Street
Mount Laurel NJ 08054-4635

Hewlett-Packard Address:
HEWLETT-PACKARD COMPANY
8000 Foothills Blvd MS 5638
ROSEVILLE CA 95747-5638

2. Your HP Contracts Administrator contact information

1. Customer address and contact information – states to where contract is being sent

Customer Contact:
Mr. Contactperson

HP Contact:
Debbie Staines
Tel: 1-800-386-1115
Fax: 1-800-307-0361
E-mail deborah_staines@hp.com

For more information on the format of this document visit www.hp.com/go/hpdocs
Subject to HP Single Order Terms for Support or purchase agreement with HP and if applicable, Exhibit E24.

Your Support Access Options:

- Visit our www.itnc.hp.com for IT Professionals or www.hp.com/go/bizsupport for Business Professionals
- Visit www.sca.hp.com to manage service agreement online or register to use Support Contract Assistant (SCA)

Your support contract start and end date

Please have your Service Agreement ID and Product#/Serial# available to expedite your support experience.

Support Account Reference	Service Agreement ID	Coverage Period From: To:	Description	Contract Total/USD
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UNLOCKTHE VALUE	1033 9477 4447	12/01/2007 11/30/2008	sample only Total Excluding Taxes: Summary of Charges Total Excluding Taxes:	
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Total excludes all taxes. If applicable, taxes will be added at the time of invoicing at the current tax rate.
Total price includes all additions, deletions, warranties, discounts and adjustments if applicable.
Refer to the detail document for any applicable state & local tax

3. Support Account Reference is your "account" with HP. It can include multiple support contracts. The Service Agreement ID (SAID) is a unique identifier for each support contract. Please provide customer SAID when contacting your HP Contracts Administrator or when logging an incident



Support Account Detail



Special Terms and Conditions No:
 Your PO Reference:
 internal test/support use only
 CCRN Number: 0339477440

Support Account Reference: UNLOCKTHE
 VALUE

HP Reference Number: 2050116031

Equipment Address:
 HEWLETT PACKARD CO
 6000 Irwin Rd
 Mount Laurel NJ 08054-4635

Software Update Address:
 HEWLETT PACKARD CO
 6000 Irwin Rd
 Mount Laurel NJ 08054-4635

4. Customer contact person for software products

Hardware Contact:
 Mr. Contactperson
 Tel:
 Fax:
 Coverage from: 12/01/2007 to: 11/30/2008
 Service Agreement ID: 1033 9477 4447

Software Contact:
 Mr. Contactperson
 Tel:
 Fax:

Product No.	Description	Serial No.	Coverage Period from: to:	Qty	Price/USD
HA107AC	HP Software 24x7 Support				
*** Software Support ***					
	HP Software Technical Unlimited Support				
	SW Technical Support				
	SW Electronic Support				
	24 Hrs Std Office Days				
	24 Hrs Day 6				
	24 Hrs Day 7				
	Holidays Covered				
	Standard Response				
T3869AA	HP Select Access External Site LTU			1	
T7406AA	HP QC with BPT Area to Global SW LTU			1	
T5684AA	HP BAC - App Mapping 1-500 CPU SW LTU			1	
	HP Software Updates Service				
	License to Use & SW Updates				
	HP Recommended SW Upd Method				
	HP Recommended Doc Upd Method				
T3869AA	HP Select Access External Site LTU			1	
T7406AA	HP QC with BPT Area to Global SW LTU			1	
T5684AA	HP BAC - App Mapping 1-500 CPU SW LTU			1	

5. A list of all your HP Software products follows; incl. quantities. LTU products are listed twice, once under Technical Support and once under Update Service. Media products will only appear under Update Service.

SAMPLE ONLY



Special Terms and Conditions No:
Your PO Reference:
internal test/support use only
CCRN Number: 0339477440

Product No.	Description	Serial No.	Coverage Period from: to:	Qty	Price/USD
-------------	-------------	------------	------------------------------	-----	-----------

Summary of Charges

TOTAL INCLUDING TAX

0.00

Taxes have been added at current rate, however, tax rates will be those in effect at the time of invoicing.
Total price includes all additions, deletions, warranties, discounts and adjustments if applicable.

6. This page will state customer's total amount payable. This usually applies to renewal support contracts, where the support cost is no longer covered by the upfront payment associated with the original license purchase

SAMPLE ONLY

Payment Schedule as of 12/17/2007

Applicable tax to be added to the invoice.

SAMPLE ONLY

This page will state the payment schedule for the particular support contract. Payments can be done upfront or on a monthly basis, for example. This page will then indicate that amount is due by a particular date.

Print Date 12/17/2007

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Price in USD.

11.2. Frequently Asked Questions and Answers

11.2.1. All Support Customers

Question: What is an SAID?

Answer: The HP SAID is an identifier for your support contract with HP.

Question: Why does a customer need an SAID?

Answer: An SAID is required for access to secured pages of HP's Software Support Online (SSO) portal. An SAID is also need for incident logging via SSO as well as over the phone

Question: What is HP Software Support Online (SSO)?

Answer: HP Software Support Online is a fast, efficient way to access interactive technical support tools and account information for your HP Software solutions. With Software Support Online, you have around-the-clock online access to the information and tools used by HP Software support experts, such as the knowledge database for troubleshooting and product information. SSO also provides the capability to manage your account with access to information and tools for licenses, passwords, updates, and patches.

Question: Does user contributed information get posted to SSO's knowledgebase?

Answer: User contribution may be considered for possible enhancement to our knowledge base.

Question: How can I set my own search preferences for incident searches?

Answer: We are currently not offering a personalized search memory.

Question: What is the response time for a logged incident?

Answer: Response times vary depending on your level of support and severity level.

Question: There are multiple websites within HP, such as ITRC and Webware, etc. Are there any plans to combine these websites?

Answer: No. Currently we do not have plans but will take this into consideration.

Question: I have only one corporate e-mail account, but would like to create additional HP Passport log-ins. Should I use my personal accounts?

Answer: No. We recommend you acquire an additional company e-mail address or have a team member create a log-in.

Question: Do I need to enter the SAID into HP SSO with spaces?

Answer: No. SSO will automatically delete the spaces.

Question: I do not recall my HP Passport password. What can I do?

Answer: Select the Sign in with HP Passport link on HP and select "Forgot User Id" and "Forgot Password"

11.2.2. Specific to former Mercury Support Customer

Question: Is the former Mercury MPN number the same as an SAID?

Answer: No. The MPN was the support identifier for Mercury customers and is no longer valid. Meanwhile, former Mercury support customers should have received their HP SAID.

Question: How do I obtain my HP SAID?

Answer: If you are a former Mercury support customers you have received an HP SAID at the time of contract migration to HP systems, or when your support contract renewed through HP or via a customer letter noting their new HP SAID in September 2007, whichever came first.

Question: When will my support contract renew?

Answer: If you are a former Mercury support customer, HP will renew your support contracts at the time of expiration of your current Mercury support contract. At renewal time you will receive an HP renewal quote referencing your new HP Service Agreement ID.

Question: What do I do if my SAID is invalid, inactive or expired or I have not received one?

Answer: Go to Software Support and log a non-technical case.

Question: I am a former Mercury support customer and I cannot see my closed cases on HP SSO. What should I do?

Answer: During the migration to HP SSO we prioritized all open cases. We are continuing work to map legacy Mercury closed incident records to new Support Agreement IDs. We will update the target availability for these closed incident records

Questions: What are the features former Mercury support customers can expect from SSO?

Answer: Customers can now create report incidents using HP SSO or the phone. E-Mail incident logging is no longer needed

§ Customers will need to create a new registration to HP SSO.

§ Customers can register for patch notifications

§ Customers have access to local HP Response Centers for technical support.

§ Open support cases will be moved to the HP SSO portal and will trigger a new incident number. The owner of the SAID will receive an email about the new case creation. The old Siebel ID as well as the case history will be preserved.

§ Self Solve Knowledge Search of over 60 000 documents

Questions: Which of the document types is the equivalent of Mercury support website knowledge base default search?

Answer: Technical documents

Questions: I need to move a license but do not have an HP Order Number. How can I do so?

Answer: Former Mercury customers, who do not have an HP Order Number, can request licenses by opening an incident at SSO. Please submit a case under "Non-technical/business" section and select "Licensing" as the category. When creating the case, provide your license request information, including SAID, MPN# and the licenses needed. You will then receive a license key via email.

Questions: I used to have a profile as part of the former Mercury Support website. Will my profile get transferred to HP's SSO?

Answer: No. You will need to create a new HP Passport profile in order to take full advantage of our SSO features. Please make sure to link your HP SAID to your HP Passport account.