ACHIEVE

*more with your software
with support from HP*

**Business Technology
Optimization (BTO)
and Information
Management (IM)
Customer Support
Handbook**

HP Software Support

May 2011

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1. Welcome to HP Software Support

Hewlett-Packard's Software Support team is committed to ensuring your success. This handbook provides 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.

While this handbook provides important information on almost everything you need to know about HP Software Support Services, we also want to encourage you to review our HP Software website at www.hp.com/go/software. For your convenience, please find a one page overview in the form of a Quickstart Guide in the Appendix.

Some restrictions may apply or processes may vary depending on your HP Software product, especially in cases of a third party software product. We try to highlight any differences between HP and third party products and processes in this handbook.

Delivery of support is governed by HP Software Support's datasheets and your individual support agreement with HP (collectively, the "Agreement"). To the extent there are any differences between the Agreement and this handbook, the Agreement shall govern.

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 increased revenue generating potential in your environment. HP is dedicated to resolving your software product issues and helping 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 many years. Our Support team consists of experienced engineers with skills in HP Software technologies, as well as multi-platform environments.

1.1.2 Inside Support – Our Customer Newsletter

Inside Support contains valuable information about customer successes, events and promotions, employee insights, and much more. Sign up for our quarterly customer newsletter at www.hpswssupport.com/insidesupport and click on "Subscribe to This Newsletter." By clicking on this link you will also be able to view the latest edition of the newsletter.

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

9x5	Available between 8:00am and 5:00pm on local business days, excluding local bank and public holidays. Response is based on the location of your support contract. 24x7 access to knowledge base and self-solve, patch downloads and product updates.
24x7	Available 24 hours per day, Monday through Sunday, 365 days per year, with prioritized support response, patch downloads and product updates.
Premier Services	HP Software Premier Services provides a flexible portfolio to help our customers use, support and optimize their software solutions to drive maximum value from their investment.

All offerings above include web based 24x7 self-solve support and HP Software Solutions Community. For more information visit www.hp.com/go/hpsoftwaresupport

Education	HP Software Education is an innovative learning organization producing world-class training and delivering it in HP Learning Centers around the globe, private forums and virtually online. We help IT professionals extract greater value from their HP Software investments, enabling customers to produce amazing outcomes by bringing innovation to life in the workplace.
Quickstarts	HP Software Professional Services Quickstarts accelerate time to value with packaged software deployment, upgrade and migration services, leveraging best practices developed through years of experience.

For more information on our HP Software Services offerings, please visit www.hp.com/go/hpsoftwaresupport/service_offerings

2. Important Reference Information

Use this page to keep track of important information specific to your licensing and support agreements with HP.

2.1 My HP Order Number

Your HP Sales Order number is the identifier used for licensing related activities.

2.2 My Support Agreements

A Service Agreement ID (SAID) is your unique support identifier with HP. The SAID is required when contacting HP with questions and for accessing technical support. If you need to log a case and have not received your SAID, please visit support.openview.hp.com/entitlement/contracts and select "Investigate contract" from the left hand menu. If available, please provide your HP Order Number and company name when logging the case, to ensure a quicker resolution. If you have an existing SAID and want to inquire about a support contract, please log a non-technical case at support.openview.hp.com/casemanager/newincident and select Problem category "Investigate support contract" in the pull-down menu. Both links require an HP Passport account.

Important Reference Information:

My internal order number/ project name:	My HP Order Number(s):	My Service Agreement ID(s):

3. Managing Your Support Relationship With HP

3.1 HP Passport Account

Customers need to log into HP Passport to use various tools, for example Webware and My Updates.

3.1.1 Creating Your Account

To create a new HP Passport account, follow these easy steps:

- Go to the Software Support Online (SSO) website: www.hp.com/go/hpsoftwaresupport

- Click on "Register" at the top of the screen.

- Create a User ID and Password of your choice.

- Enter all required information.

- Please take the time to complete your entire HP profile because it is used for a variety of different HP websites. To do this, click on "Optional Contact Information".

HP recommends that each user of Software Support Online creates a separate HP Passport User ID under their own personal name. This helps to ensure that case communications are routed to the correct person.

3.1.2 Sign-In

Customers with an existing HP Passport account can sign in by clicking on "Sign-in with HP Passport" next to "Register".

If you forgot your User ID or Password or receive an error message when attempting to log in, please click on "Forgot Password" or "Forgot User ID".

Once signed into HP Passport, you can edit your profile at any time by clicking "Edit your profile" at the top of the page.

3.1.3 Linking an SAID to HP Passport

In order to access additional content, such as advanced self-solve, you will need to add your support contract's SAID.

- First log into HP Passport.

- Then click on "Edit your profile" link at the top of SSO webpage.

- Click on "Edit system handle/SAIDs" link.

- Enter SAID number in box under "Add a contract to your profile", then click "Add".

- You will see any contracts that are already part of your profile.

For more information, visit the SSO tutorial at: support.openview.hp.com/pdf/sso/index.html

3.2 Licensing Information

3.2.1 Implementation of Product – Obtaining Your Permanent License Key

Once you have purchased HP Software products, your support relationship begins with HP. Your initial set of media or License to Use (LTU) products will be delivered to your company as either a physical shipment or an electronic delivery, depending upon the type of delivery you have selected. Many of the HP Software products are secured and you will need to request a license key in order to unlock the bits. If the product is secured, you will receive an Entitlement Certificate that will provide information regarding how to request and obtain the corresponding product license key. If the product is unsecured you will receive a Right-to-Use Certificate.

Most HP Software products ship 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 license key. A license key is a string of characters that gives you access to the full functionality of the software. This license key could be tied to a specific system ID. If the product you purchased is secured by a license key, you have a number of options for retrieving the license key.

Online: www.webware.hp.com

Contact Regional HP License Center

- **Americas**
  Phone: +1 800 326 0411 or +1 801 431 1597
  Fax: +1 801 431 3654
  Email: Americas_password@cnd.hp.com

- **Asia Pacific and Japan**
  Phone (outside Japan):
  +81 3 3227 5672 – English
  Phone (within Japan):
  +81 3 3227 5264 – Japanese
  Fax: +81 3 3227 5238
  Email: Asia_password@cnd.hp.com

- **Europe, Middle East and Africa**
  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 license key. The HP order number can be found on your License Entitlement Certificate included in your product shipment.

For the majority of products that do not ship with 'instant on' capability, customers will receive a temporary license key that can be used immediately, while the perpetual key request is being processed. The perpetual key should be available approximately two business days after successfully completing the license key request.

PLEASE NOTE:

- Third party product licensing may vary. Information on how to retrieve such license keys can be found on the License Entitlement Certificate.

- Licensing for Enterprise License Agreement (ELA) customers is a unique process tailored to each customer, and is managed separately from the Webware website. If you need any help, please contact ELA.Administration@hp.com

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.

- **On the web:** www.licensing.hp.com

- **Americas**
  Phone: +1 800 538 1733
  Fax: +1 800 541 2633
  Email: hplicense.na@hp.com

- **Asia Pacific and Japan**
  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: +353 91 75 40 06 (Ireland)
  Fax: +353 91 70 10 02 (Ireland)

3.2.2 License Management

License Moves

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

- **Online at Webware:** www.webware.hp.com

- **Contact Regional HP License Center**
  See section 3.2.1

For more detailed information regarding how to use HP's Webware site to obtain and manage permanent license keys, please review the Webware User Guide at www.webware.hp.com > Support > Webware User Guide.

For assistance with any of the licensing processes, please submit a case at www.hp.com/go/hpsoftwaresupport/casemanager/submitcase and select Non-technical/business for the type of case and Licensing as the problem category. This link requires an HP Passport account. See section 3.1 HP Passport Account for more details.

License Transfers

When an HP system changes ownership in the used marketplace, HP supports this transaction by permitting the transfer of software licenses for certain software products from one owner to another through HP's Software License Transfer process. This license transfer must be carried out in accordance with HP's published Software License Transfer process. For more information, visit www.hp.com/go/slt

Manage Licenses (License Tracking)

The Manage Licenses feature is part of Webware at www.webware.hp.com

This functionality allows you to:

- Report against any deployed licenses on behalf of your entire company/entity

- Review the inventory across all company sites

- Manage your licenses simultaneously, using the same log-in information (for example, move a license key to another server by changing IP addresses)

Reports will reflect HP Software products that require a license key deployed via Webware only. A list of applicable products is available at www.webware.hp.com

For more information on managing your HP Software licenses, please visit the Webware License Management Guide at www.webware.hp.com > Support > Webware User Guide.

This guide is available in various languages.

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.

In case you lost your Entitlement or Right-to-Use Certificate and require a copy, please submit a case at www.hp.com/go/hpsoftwaresupport/casemanager/submitcase and select Non-technical/business for the type of case and Licensing as the problem category. If possible, please also provide your HP order number.

4. Your Support Contract

In order to log a support case, you will need to provide your SAID found as part of 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 support.openview.hp.com/contact_list.jsp

Your support contract details the HP Software products covered 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 www.hp.com/go/hpsoftwaresupport/contract_maint

You will find links to Support Agreement Manager in your country, also known as HP Express for SMB customers and HP Support Contract Assistant (SCA) for Enterprise customers and partners. The local websites also provide demos on how to use the online tool most effectively.

5. Support Tools

5.1 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.

You may share your comments and any suggestions on how we can improve your SSO experience via the following URL: support.openview.hp.com/casemanager/feedback.

- Online access to HP Software's large knowledge base
- Online case submittal and tracking
- Discussion Forum
- 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 products
- Latest information on HP Software Support

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 support.openview.hp.com/pdf/sso/index.html

5.1.1 Accessing Software Support Online

www.hp.com/go/hpsoftwaresupport

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, see section 3.1. Each member of your team should create their own user ID and password.

- **Contract Required** Requires an active software support contract and HP Passport account to access content. Linking an active contract to HP Passport can be done by following the easy steps described in 3.1.3 "Linking an SAID to HP Passport".

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

5.1.2 Software Support Online Tutorial

Please take the time to watch the SSO Tutorial at support.openview.hp.com/pdf/sso/index.html

The tutorial assists HP customers in the effective use of this self-service support website. It provides information on HP Passport, case manager, self-solve knowledge search, patches, product manuals and updates.

5.1.3 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.

To access self-solve knowledge, go to the SSO homepage at www.hp.com/go/hpsoftwaresupport. Select the Tab "Self-solve". You will be prompted to enter the HP Passport account information. You may then enter keywords, questions, phrases or document identifiers.

For your search on known issues follow these easy steps:

1. Enter nothing in the keywords field, and do not change the "Natural language" radio button selection.
2. Specify your product focus as wide or narrow as you would like in the next few fields.
3. Check the "Known Problems" box.
4. Uncheck the default "Knowledge documents" box.
5. Pick a sort order if you like.
6. Click on the "Search" button.

5.1.4 My Updates – Software Update Portal

HP Software Support customers can download the latest version of software from My Updates. You will need your HP Passport log-in and SAID to access My Updates. My Updates can be accessed from the SSO portal at www.hp.com/software/updates

To download software:

1. Log into My Updates using HP Passport
2. Select or enter SAID
3. Click to accept terms and conditions and click "submit"
4. Click on "Expand All" on the right hand side
5. Click appropriate product version and click on "get software updates"
6. Click on "Get Software"
7. Select appropriate item(s) under "2. Electronic Downloads"
8. Select "Download Directly"

Advantages of My Updates include:

- Direct access using a single sign-on to the portal from Software Support Online at www.hp.com/go/hpsoftwaresupport > Downloads or directly at www.hp.com/software/updates.
- Easy download of the latest software version under support.
- Access to all available software update versions.
- Accessible by multiple persons.

Support customers can tie their SAID to their HP Passport profile. Please see section 3.1 on how to do so.

SAIDs will be listed in the users view at My Updates under "select an SAID". Further information on My Updates can be found in the frequently asked questions section of the My Update portal.

Customers can also register for HP Alerts to receive proactive email notifications of product updates, obsolescence, and migration information. This can be done at www.hp.com/go/driversignup

5.1.5 Patches

Search and download the latest patches: support.openview.hp.com/selfsolve/patches

An active SAID and HP Passport account are required to access patches.

Sign up for email patch notification at support.openview.hp.com/enotification/main

To ensure you receive all relevant patch email notifications, HP recommends that you choose the "All Versions" and "All Operating Systems" options for your Products on the registration form rather than selecting an individual product version and operating system.

5.1.6 Security Bulletins

Customers can report security issues directly to HP by following three easy steps:

- Go to www.hp.com
- Select "Contact HP/Customer Service" under "Customer Support" in the bottom right corner
- Select "Report a Software Security Issue" in the upper left corner
- Fill out the form and click "Submit" to report potential security vulnerabilities to the HP Software Security Response Team (SSRT).

To sign up for security bulletins, go to support.openview.hp.com/security_bulletins.jsp

5.1.7 Manuals

Search and download the latest manuals: support.openview.hp.com/selfsolve/manuals

5.1.8 HP Software Support Lifecycle Information

HP Software is committed to providing excellent customer care throughout the product lifecycle. This includes enabling you to determine future strategies for your software investments as supported products and versions reach maturity. For an overview of the most current HP Software product obsolescence policy as well as an overview of end of support announcements, please visit: support.openview.hp.com/encore/products.jsp

Once you subscribe to HP Alerts and select the products you wish to be notified about; you will receive email updates on end of support announcements and migration options available. HP Alerts can be found at www.hp.com/go/driversignup

5.1.9 Non-Technical Case Logging

Non-technical case logging provides you with the opportunity to ask questions that are non-technical in nature. Please log such questions at www.hp.com/go/hpsoftwaresupport/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:

- Comments on software experience
- ELA administrator request
- Electronic product delivery
- Investigate support contract
- Licensing
- Other
- Physical update shipment
- Sales
- Website Functionality (refers the web functionality assistance with Software Support Online portal only)

Once submitted, an HP representative will be in contact with you regarding your case status.

5.1.10 HP Discussion Forums

Customers can participate in discussion forums with other HP Software customers through the Discussion Forum link. The HP Support Forum 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 forums.itrc.hp.com/ > Management software and system tools, or directly at forums11.itrc.hp.com/service/forums/familyhome.do?familyId=121

5.1.11 Support Matrices

Support matrices provide you with an overview of compatibility of HP Software products with certain operating systems of other software products: support.openview.hp.com/sc/support_matrices.jsp.

Access to support matrices requires an active support contract.

5.1.12 Product Defects and Enhancement Requests

Enhancement requests (ERs) are handled with different response procedures than technical cases. HP Software Support staff, product development teams and marketing departments review 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 have an enhancement request that is critical to your environment and there is 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, please visit www.hp.com/go/hpsoftwaresupport. Once on the main SSO page, select "Submit an enhancement request" listed in the shortcut menu. Please note that an active support contract is required.

You can register your email address against an ER and receive proactive emails as the ER progresses through the development process. If your ER was the result of an open support incident and it is not classified as critical, the support incident will be closed and all future updates to the ER will be via the Software Support Online portal.

Product Defects (PDs) must be initiated by logging a support case by the customer and, once a PD is identified, will be submitted by the HP engineer. Critical PDs can be escalated via the Technical Escalation Process. This process will be started by the engineer or the Duty Manager involved.

You can track the status of both, an ER and PD, at Software Support Online by following the instructions below:

1. Go to the SSO Home page: www.hp.com/go/hpsoftwaresupport
2. Click on Self-solve
3. Log in with your Passport ID
4. Enter your ER or PD ID under "Enter keyword(s), questions, phrases, or document identifiers" box and make sure to check "Known problems" and "Other"
5. Click Search
6. Chose the link of the displayed ER or PD ID to view status.

6. Technical Support

6.1 Logging a Support Case

Technical support entitlement commences on the date of purchase. You can log cases electronically or by phone. Please make sure you have searched the knowledge base before logging a case.

Once you have logged a case, you will receive a Case ID within minutes. When a solution has been defined, your case history will include the resolution; this way you can review your case at any time and retrieve this valuable information for future reference. HP Software Support employs the Follow the Sun support model, ensuring complete coverage for our 24x7 customers.

6.1.1 Before Logging a Case – Information Needed

- Service Agreement ID (SAID) – Contract that contains the product for which you need assistance

- Contact information – Person logging the case

- System information – What product is failing?

Which version? What machine is the product running on?

- Problem Description – What does normal system behavior look like?

- Nature of problem – When did the problem begin? What has changed since it last functioned? Can the problem be reproduced?

- Severity Level – What is the business impact of the problem? See definitions for severity levels at support.openview.hp.com/casemanager/help/case-help#severity

6.1.2 Submitting a Case Electronically

Logging a case online is the most efficient and effective way of detailing your problem. Logging cases online allows an unlimited amount of users in your environment to log the case.

Prior to submitting cases online, please make sure to register at Software Support Online by creating an HP Passport account. For details see section 3.1.

You are then ready to log the case at www.hp.com/go/hpsoftwaresupport/casemanager/submitcase

When submitting a case, please make sure to select the appropriate severity level. Severity levels and response time objectives are:

Response Time Objectives	Severity Level 1 Critical	Severity Level 2 Serious	Severity Level 3 Medium	Severity Level 4 Low
9x5: Local business hours and local business days	2 hours	6 hours	8 hours	1 business day
24x7: Monday–Sunday, including all bank and public holidays	1 hour with prioritized support response	4 hours	6 hours	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.

Cases can be logged 24x7; however, response times are based on the previous table according to your level of support. "Response Time Objectives" are typical initial response times to support requests. HP may not always provide such response within the Response Time Objectives.

For newly received Severity Level 1 cases, HP will confirm through discussion with the customer that the case fulfills the criteria of "production application down," and HP reserves the right to downgrade the severity level, if the case does not fulfill such criteria.

6.1.3 Opening a Case by Phone

Please call the HP Response Center in your country. Contact numbers are available at: www.hp.com/go/hpsoftwaresupport/contact_list. If you have any concerns regarding the progress of a case, please contact the engineer who owns your case to ensure it was properly flagged based on urgency, or contact the on-call HP Software Support Duty Manager to personally address your concerns:

In the U.S. and Canada, call the HP Response Center at 1-800-633-3600. Press option "2", enter a valid SAID, press "1" for Enterprise Software and then option "6" for All Other.

Outside the U.S. and Canada, please call your country specific Response Center and ask for the person taking your call to engage the HP Software Support Duty Manager.

6.1.4 Status Review

The easiest way to check the status of support cases is by accessing SSO. You may also call HP to request status information. Online case logging allows you to track your case at www.hp.com/go/hpsoftwaresupport/casemanager/submitcase > Advanced Case Search.

In order to track cases online, you will need to create an HP Passport account and edit your profile to include the SAID(s) for your HP Software products. Please see section 3.1 for information on how to link an SAID to your HP Passport account.

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

Open: Case submitted and additional information is needed (subcategory is Callback: customer has requested a call or email from the case owner).

In progress: An HP engineer is working on the case (subcategories are Pending customer: HP staff are waiting for the customer to respond/provide required information for case resolution; Pending internal: The engineer assigned to the case is waiting for additional information related to resolution from other HP entities).

Suspended: Time-based "on hold" status based on customer's request.

Closed: The case has been resolved or the customer could not be reached after multiple attempts to contact.

6.1.5 Case Review by HP Software Support Duty Manager

In case of concerns regarding the progress of your case, please contact the engineer who owns the case to make sure it was properly prioritized based on your business situation and urgency. You may also contact the on-call HP Software Support Duty Manager:

In the U.S. and Canada:
You may contact the Duty Manager directly by following these steps:

• Call the HP Response Center at 1-800 633 3600

• Say, "Existing Case"

• Enter Case ID

• Ask for the person taking your call to engage the HP Software Support Duty Manager

Outside the U.S. and Canada:
Please call your country specific Response Center and ask for the person taking your call to engage the HP Software Support Duty Manager. Local HP Software Support Center phone numbers can be found at support.openview.hp.com/contact_list.jsp

Please make sure to emphasize that you want to speak with an HP Software Support Duty Manager because multiple product Duty Managers exist within HP. You will need to provide your case ID and a brief explanation of why you wish to contact the Duty Manager. Our goal is to have an HP Software Support manager respond back to you within 2 hours after your initial request for the Duty Manager. The Duty Manager may not have an immediate solution to your problem but will work with you to understand your difficulty and to agree on a plan to address it. The Duty Manager will also engage an HP Software Support Delivery Manager to make sure the issue has continued visibility once the Duty Manager disengages. The benefit of the Duty Manager process is direct access to an HP Software Support manager for your concerns.

6.1.6 Case Review by HP Software Support Critical Response Manager

A Critical Response escalation may be requested when the standard support process has not met your needs, will not deliver an acceptable solution in an agreed time frame and the situation has a business impact that could be considered critical. The Critical Response team evaluates the best course of action and assigns a Critical Response Manager to the situation if appropriate. Critical Response escalations are defined as either a business or technical escalation. A business escalation is a situation where resolving the issue would require a change in the product's design or extend the product from obsolescence. Development and/or Product Management involvement is essential to achieving resolution when the standard process has been followed and does not meet your expectations.

A technical escalation is a situation where the normal support process is being used and is not likely to deliver a timely and/or acceptable solution. The main purpose of a technical escalation is to accelerate the resolution, engage additional resources where needed and to provide additional management oversight and communication. The escalation process can only be initiated by an HP representative (Sales, Account Manager, Project Managers, Delivery Managers) at your request.

6.1.7 Tell us what you think! – Participate in the customer survey

HP Software Support values your thoughts and ideas regarding your overall HP Software Support experience. At the end of each case, please take advantage of the opportunity to tell us how we do.

You can customize your surveys by editing your profile on SSO. Go to www.hp.com/go/hpsoftwaresupport and sign in. Then go to "Edit your profile" on the top of the page. Under "Edit your additional profile information", you can now find "Customize my Support Survey Preferences".

You can also contact us at any time at software.satisfaction@hp.com, to share your comments.

7. HP Software Solutions Community

The HP Software Solutions Community combines social media technologies with established HP customer communication channels to create a single virtual meeting place where you can get information and interact with your peers and HP Support experts.

Everything you need to get the most out of your HP solutions and support:

- Services, support, and education
- Interaction with your peers
- Access to HP experts
- Blogs, events, articles, and more
- Powerful search capabilities
- The Management Software forums will continue to exist and, in June 2011, these ITRC forums will migrate to the new community platform. This will provide you with both current and archived forums in one place.

To join in the discussions, visit www.hp.com/go/swcommunity.

8. Extending Your Support Offering

HP Software offers a breadth of support offerings that will assist you in optimizing your HP Software environment. HP Software Support programs help you achieve the highest Return on Investment for your 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/hpsoftwaresupport/support_options. For HP Software Premier Services go to www.hp.com/go/hpsoftwaresupport/premierservices

9. Additional HP Software Services Offerings

We want to help you unlock the full value of your HP Software investment! Please make sure that you 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/hpsoftwaresupport/support_options for more information.

9.1 Education Services

Make the most of HP Software with training from HP at www.hp.com/software/education.

9.2 Consulting

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. For more information please visit the BTO Consulting website at www.hp.com/go/BTOprofessionalservices or our IM Consulting website at www.hp.com/go/IMprofessionalservices.

9.3 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 select HP Software Business Technology Optimization (BTO) products. You achieve your desired business outcomes more quickly while minimizing risk and reducing IT complexity. http://saas.hp.com.

10. Appendix

10.1. 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 pages three and four), will then go into payment details. Our example does not include pricing and, therefore, no payment information is listed.

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

Support Account Overview

hp invent

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

Customer Contact:
Mr. Contactperson

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

2. Your HP Contracts Administrator contact information

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

Your Support Access Options:

- Visit our web site at < www.itrc.hp.com> for IT Professionals or < www.hp.com/go/bizsupport> for Business Professionals
- Visit < www.esca.hp.com> to manage service agreement online or register to use Support Contract Assistant (SCA)

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
UNLOCKTHE VALUE	1033 9477 4447	12/01/2007 11/30/2008	sample only **Total Excluding Taxes**	
			Summary of Charges **Total Excluding Taxes**	

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

4. The Service Agreement ID (SAID) is a unique identifier for each support contract. Please provide the SAID when contacting your HP Contracts Administrator or when logging a case

5. Your support contract start and end date

Support Account Detail

hp invent

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

Hardware Contact:
Mr. Contactperson
Tel:
Fax:

Software Contact:
Mr. Contactperson
Tel:
Fax:

Coverage from: 12/01/2007 to: 11/30/2008

Service Agreement ID: 1033 9477 4447

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	

9. 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

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.

10. This page will state the payment schedule for the particular support contract

Payment Schedule as of 12/17/2007

Applicable tax to be added to the invoice.

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10.2 Frequently Asked Questions and Answers

support.openview.hp.com/faq.jsp

Question: What is an SAID or Service Agreement ID?

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 needed for case logging via SSO as well as over the phone.

Question: Our support contract contact name has changed. How can we get the support contract updated?

Answer: In this case, please contact your Support Sales Representative.

Question: Where can I find my SAID?

Answer: Your SAID can be found as part of your HP support contract. If you have not received your support contract or you cannot find your SAID, please visit support.openview.hp.com/entitlement/contracts and select "Investigate contract" from the left hand menu.

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, updates, and patches.

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

Answer: User contribution is considered for possible enhancement of our knowledge base. Although customers do not directly author knowledge at this time, content is created by HP Software Support engineers based on real customer cases and feedback.

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

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

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

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

Question: How do I find out my HP Order Number?

Answer: The HP Order Number can be found on your License Entitlement Certificate or Right-to-Use Certificate included in your product shipment. Alternatively you may inquire an HP Order Number investigation via support.openview.hp.com/entitlement/contracts and select "Investigate contract" from the left hand menu.

Question: I can no longer find my License Entitlement Certificate. What can I do?

Answer: Please log a non-technical case at www.hp.com/go/hpsoftwaresupport/casemanager/submitcase > Submit a new case > Non-technical/business > Problem Category > Licensing. Please enter Entitlement Certificate copy request in the case title.

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 email 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 email 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.

10.3 Quickstart Guide

This process is provided as an overview on how to best prepare to engage with HP Software Support in order to receive the most efficient and effective support experience.

Areas	Main Steps	Section
A: Basics	**1. Enter Important Reference Information:** |	| | | | | | | | | | | | | | | | |	**2**
	2. Create HP Passport Account at Software Support Online (SSO): Create your HP Passport credentials at: www.hp.com/go/hpsoftwaresupport (click on "Register" at top of website)	**3.1**
B: Start Running Your Software	**3. Obtain Licensing Information:**	**3.2**
	• Obtaining your Licence Key etc. Online: www.webware.hp.com	**3.2.1**
	• License Management	**3.2.2**
C: Support Tools & Community	**4. Utilize Standard Maintenance Tools:** • Patches: support.openview.hp.com/selfsolve/patches • Manuals: support.openview.hp.com/selfsolve/manuals • Updates: www.hp.com/software/updates	**5**
	5. Explore Support Tools: • Self-solve Knowledge Base: support.openview.hp.com/selfsolve/documents • HP Discussion Forums: forums.itrc.hp.com	**5**
D: Logging & Tracking a Support Case	**6. Log & Track a Support Case:** **Technical:** For logging a case, you will need to have the following information in order to have the most efficient and effective support experience: • Service Agreement ID (SAID) – Contract that contains the product for which you need assistance • Contact information – Person logging the case • System information – What product is failing? Which version? What machine is the product running on? • Problem Description – What does normal system behavior look like? • Nature of problem – When did the problem begin? What has changed since it last functioned? Can the problem be reproduced? • Severity Level – What is the business impact of the problem? See definitions for severity levels at support.openview.hp.com/casemanager/help/case-help#severity	**6.1**
	Non-technical: Non-technical cases could relate to using our website, general licensing, issues with SAID or general issues related to your support contract. Please log such questions at www.hp.com/go/hpsoftwaresupport/casemanager/submitcase Select the non-technical case radio button on the right hand side of the website.	**5.1.9**

HP Software Support is here 24x7 to assist you in maximizing your investment in HP Software. Our goal is to help you solve problems faster while providing you with a world class support experience. Aileen Allkins, Vice President, HP Software Support

For more information

To ask questions about the Customer Support Handbook or to provide feedback, please go to www.hp.com/go/hpsoftwaresupport/casemanager/submitcase > Submit a new case > Non-technical/business > Other. Please enter Customer Support Handbook in the case title.

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www.hp.com/go/getconnected

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