

# HP Software Support

August 2008

Business Technology Optimization (BTO)  
Customer Support Handbook



## Table of contents

1	Welcome to HP Software Support .....	3
1.1	About HP Software Support .....	3
2	Important Reference Information .....	4
2.1	My HP Order Number .....	4
2.2	My Support Agreements .....	4
3	Managing Your Support Relationship with HP .....	5
3.1	Electronic Software Delivery .....	5
3.2	Licensing Information .....	5
3.2.1	Implementation of Product – Obtaining Your Permanent License Key .....	5
3.2.2	License Maintenance .....	6
	License Moves .....	6
	Lost Entitlement Certificate .....	6
4	Your Support Contract .....	6
4.1	Renewing Your Support Contract .....	6
5	Technical Support .....	7
5.1	Logging a Support Incident .....	7
5.1.1	Before Logging an Incident – Information Needed .....	7
5.1.2	Submitting an Incident Electronically .....	7
5.1.3	Opening an Incident by Phone .....	8
5.1.4	Status Review .....	8
5.1.5	Incident Review by HP Software Support Duty Manager .....	9
6	Support Tools .....	9
6.1	Software Support Online (SSO) .....	9
6.1.1	Accessing Software Support Online .....	9
6.1.2	Self-Solve Knowledge Search .....	10
6.1.3	Software Update Manager (SUM) .....	10
6.1.4	Patches .....	10
6.1.5	Manuals .....	10
6.1.6	HP Software Support Lifecycle Information .....	10
6.1.7	Non-Technical Logging .....	11
6.1.8	Discussion Forums .....	11
6.2	Manage Licenses .....	11
6.3	Software Discovery .....	11
7	Customer Connection .....	12
8	Enhancements Request .....	12
9	Extending Your Support Offering .....	13
10	Additional HP Software Services Offerings .....	14
10.1	Software as a Service (SaaS) .....	14
10.2	Professional Services – Consulting and Training .....	14
11	Appendix .....	15
11.1	Support Contract Sample .....	15
11.2	Frequently Asked Questions and Answers .....	18
11.2.1	All Support Customers .....	18
11.2.2	Specific to former Mercury Support Customer .....	19

## 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 many years. Our support team consists of seasoned support engineers with skills and experience in HP Software technologies, as well as multi-platform environments. Additionally, we partner with over 60 Service Integrators in 24 countries.

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

<b>9x5</b>	Phone-in assistance during local business hours, patch downloads, product updates
<b>24x7</b>	Phone-in assistance including holidays and weekends, patch downloads and product updates
<b>Support Engineering Days</b>	Ad hoc technical assistance for 9x5 and 24x7 support customers, delivered remotely or on-site by HP Software Support personnel
<b>Premier</b>	Proactive and personalized support with scalable offerings that consist of an assigned Enterprise Support Manager and/or Named Response Center Engineer, account support plan, accelerated support delivery, technical and/or business reviews as well as additional proactive and reactive features

All offerings above include web-based 24x7 self-solve support and Customer Connection.  
For more information visit [www.hp.com/go/hpsoftwaresupport](http://www.hp.com/go/hpsoftwaresupport)

For more information on our Support offerings, please visit [http://www.hp.com/go/hpsoftwaresupport/support\\_options](http://www.hp.com/go/hpsoftwaresupport/support_options)



## 2. Important Reference Information

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

### 2.1 My HP Order Number

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

IMPORTANT: MY HP ORDER NUMBER(S):

### 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 an incident and have not received your SAID, please visit <https://support.openview.hp.com/entitlement/contracts> and select "Investigate contract" from the left hand menu. If you have an existing SAID and want to inquire about a support contract, please log a non-technical incident at <http://support.openview.hp.com/casemanager/newincident>

IMPORTANT: MY SUPPORT AGREEMENT ID(S):

## 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 have 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 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. If the product is unsecured you will receive a Right-to-Use Certificate.

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 license key. A license key is a string of characters that gives you access to the full functionality of the software. This license key is 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.

- **Autopass:** Installed as part of some HP Software products. HP Autopass automatically retrieves the license key once the CD-ROM is running. HP Autopass is currently not available for former Mercury products
- **Americas**  
Phone: 800 326 0411 or +1 801 431 1597  
Fax: +1 801 431 3654  
E-mail: [Americas\\_password@cnd.hp.com](mailto:Americas_password@cnd.hp.com)

- **Asia Pacific and Japan**

Phone (outside Japan): +81 3 3227 5672 - English Support (within Japan) 03 3227 5264 - Japanese Support  
Fax: +81 3 3227 5238  
E-mail: [Asia\\_password@cnd.hp.com](mailto:Asia_password@cnd.hp.com)

- **Europe, Middle East and Africa**

Phone: +31 55 543 4642  
Fax: +31 55 543 4645  
E-mail: [Europe\\_password@cnd.hp.com](mailto:Europe_password@cnd.hp.com)

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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.

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

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:** <http://licensing.hp.com>

- **Americas**

Phone: 800 538 1733  
Fax: 800 541 2633  
E-mail: [hplicense.na@hp.com](mailto:hplicense.na@hp.com)

- **Asia Pacific and Japan**

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  
E-mail: [sw\\_codeword@hp.com](mailto:sw_codeword@hp.com)

- **Europe, Middle East and Africa**

Phone: +353 (0)91 75 40 06 (Ireland)  
Fax: +353 (0)91 70 10 02 (Ireland)  
E-mail: [codeword\\_europe@hp.com](mailto:codeword_europe@hp.com)

### 3.2.2 License Maintenance

#### License Moves

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

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

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NOTE: You will need to provide your HP order number if you contact a Licensing Center to request the license move. The HP Order Number can be found on your License Entitlement Certificate included in your product shipment.

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

For assistance with any of the licensing processes, please submit an incident at <http://www.hp.com/go/hpssoftwaresupport> >Problem reporting > Submit support case and select non-technical/business for the type of case.

#### 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 incident, 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 [http://www.hp.com/go/hpssoftwaresupport/contact\\_list](http://www.hp.com/go/hpssoftwaresupport/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/hpssoftwaresupport/contract\\_maint](http://www.hp.com/go/hpssoftwaresupport/contract_maint).

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



## 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 will receive 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.

Prior to submitting incidents online, please make sure 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 the 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

You are now ready to log the incident at <http://www.hp.com/go/hpsoftwaresupport> >Problem reporting > Submit support case

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
<b>Response Time Goals for BTO products</b>	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
<b>Definition</b>	<b>Production system is down</b> HP product is unusable resulting in total disruption of work or other critical business impact No workaround is available	<b>Major feature/function failure</b> Operations are severely restricted. A workaround is available	<b>Minor feature/function failure</b> Product does not operate as designed, minor impact on usage, acceptable workaround deployed	<b>Minor problem</b> 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/hpsupport> > 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 incidents is by accessing Software Support Online. You may also call HP to request status information. Online incident logging allows you to track your incident at <http://www.hp.com/go/hpsupport> > Problem reporting > Submit or track case.

Before you can track incidents online, you need to register on Software Support Online by creating an HP Passport User ID and Password (please see detailed steps under Submitting an Incident Electronically).

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

**Open:** Incident submitted and additional information is needed (subcategories are Pending customer: HP staff are waiting for the customer to respond/provide required information for incident resolution; Pending internal: The engineer assigned to the incident is waiting for additional information related to resolution from other HP entities; Callback: customer has requested a call or e-mail from the incident owner)

**Work in progress:** An HP engineer is working on the incident

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

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





### 5.1.5. Incident Review by HP Software Support Duty Manager

In case of concerns regarding the progress of your incident, please contact the engineer who owns the incident 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 as follows depending on your location:

#### **In the U.S., Canada, Latin and South America:**

You may contact the Duty Manager directly by calling the HP Response Center at 1-800 633 3600 and follow these steps:

- Press option '2'
- Enter a valid Service Agreement ID (SAID),
- Press '1' for Enterprise Software
- Press '6' for All Other
- Ask for the person taking your call to engage the **HP Software Support Duty Manager**

#### **Outside the Americas:**

Please call your country specific Response Center and ask for the person taking your call to engage the **HP Software Support Duty Manager**. Local Software Support center phone numbers can be found at: [www.hp.com/go/hpsupport/contact\\_list](http://www.hp.com/go/hpsupport/contact_list)

Please make sure to emphasize that you want to speak with an HP Software Support Duty Manager since there are multiple Duty Managers within HP. You will need to provide your incident ID when contacting the Duty Manager. Our goal is to have an HP software support manager respond back to your request within two hours after contacting the duty manager. The manager may not have a solution to your problem, but they will work with you to understand the difficulties, and to agree on a plan to overcome them.

The manager will summarize the agreement in the incident and will stay involved until the incident is closed. Contacting the duty manager is a normal part of our process, and the calls are often based on issues that have little to do with the engineer's performance. If your issues include feedback about the engineer, the manager will deliver that feedback to the engineer in the context of a constructive conversation.

## 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 40,000 documents
- 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 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/hpsupport](http://www.hp.com/go/hpsupport) > Training > HP SSO Tutorial

### 6.1.1 Accessing Software Support Online

[www.hp.com/go/hpssoftwaresupport](http://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](http://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.

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

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### 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 e-mail 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. By linking additional users to the SAID, the primary user can allow team members to access SUM. Access Software Update Manager at [www.hp.com/go/hpssoftwaresupport](http://www.hp.com/go/hpssoftwaresupport) > Where Do I Find > Software Updates. You will also find details on how to create an account, how to link your support contract, how to register for e-mail notifications and other processes in the Software Update Manager User Guide at the link above.

### 6.1.4 Patches

To search and download the latest patches: [www.hp.com/go/hpssoftwaresupport](http://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](http://www.hp.com/go/hpssoftwaresupport) > Using HP Software > Product Manuals

### 6.1.6 HP Software Support Lifecycle Information

HP Software is committed to providing the highest level of 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: [www.hp.com/go/hpssoftwaresupport](http://www.hp.com/go/hpssoftwaresupport) > Reference Info > Support lifecycle.



### 6.1.7 Non-Technical Incident 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/hpsoftwaresupport/casemanager/submitcase](http://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. Once submitted, an HP representative will be in contact with you regarding your case status.

### 6.1.8 HP Discussion Forum

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

### 6.2 Manage Licenses

We are pleased to announce an enhanced feature as part of tracking your HP Software assets. HP Software replaced Software License History with the enhanced "Manage Licenses" feature as part of Webware at <https://webware.hp.com/welcome.asp>.

- 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)

As with Software License History, reports will reflect HP Software products that require a license key deployed via Webware only. A list of applicable products is available at <https://webware.hp.com/welcomepassword.asp>

For more information on HP Software Inventory Tracking, please visit: <https://webware.hp.com/WebwareLicenseManagementGuide.pdf>.

### 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/hpsoftwaresupport> > 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
  - Consolidated technical information in one source, linking other existing software sources
  - Access to different software specific tools and resources (e.g. downloads, discussion forums, product information)
- Dedicated Member Events
  - 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
  - Opportunities for customers to voice their opinion through surveys, focus groups and during member event sessions
  - Monthly e-mail newsflash pushing information to customers (events schedules, portal news, product info, services announcements, etc)

[www.hp.com/go/swcustomerconnection](http://www.hp.com/go/swcustomerconnection)

## 8. Enhancements Requests

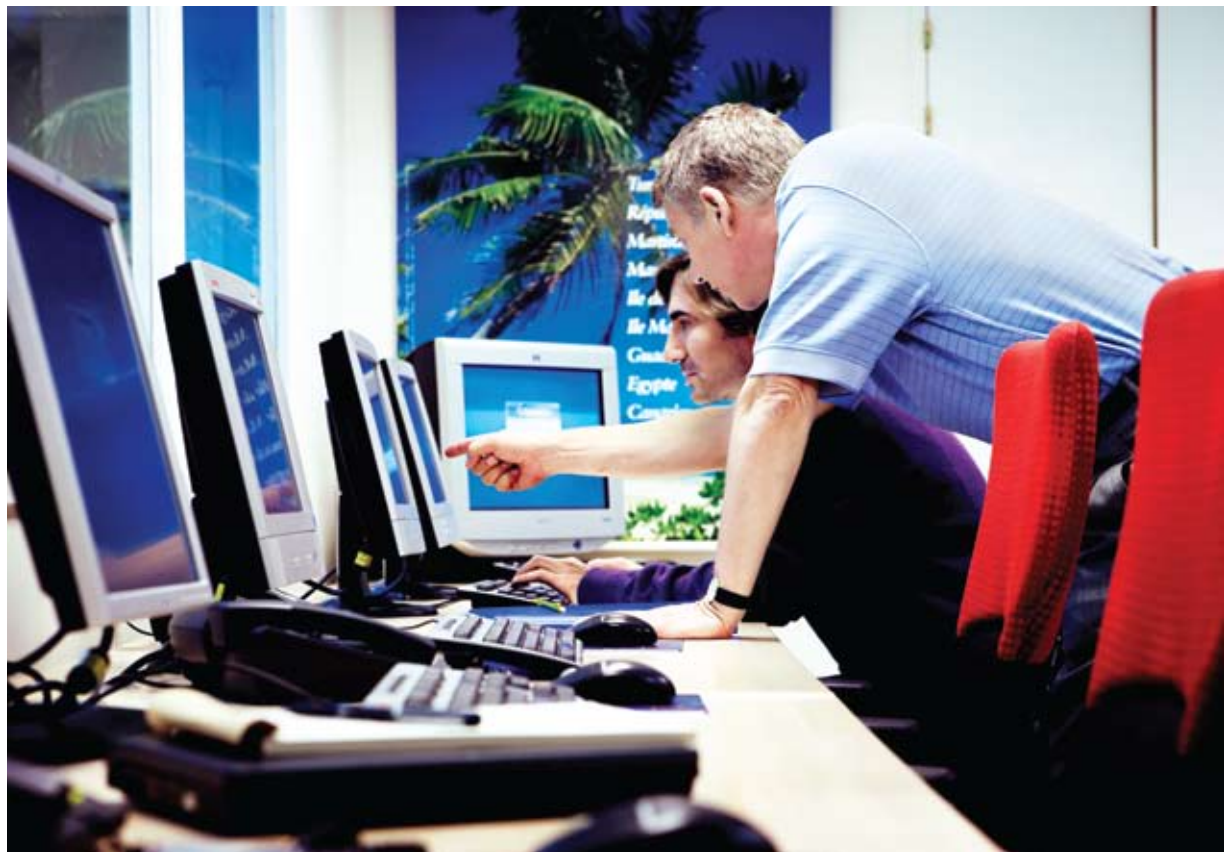
Enhancement requests are handled with different response procedures than technical incidents. HP Software Support staff, product development teams and marketing departments review each request for feasibility. Although HP cannot guarantee that every request will result in an enhancement, we consider 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 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/hpssoftwaresupport> > 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 of setting up the same functionality for acquired software 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 optimizing your HP Software environment. 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 ad hoc or short term support needs, HP Software Support also offers Support Engineering Days that can be customized to fit your individual business needs.

For more information on all of our support offerings, please visit [www.hp.com/go/hpsoftwaresupport/support\\_options](http://www.hp.com/go/hpsoftwaresupport/support_options)

Activity Type	9 x 5	24 x 7	Premier Select	Premier Plus	Premier Total	Premier Solutions
Technical support 9 hours a day, 5 days a week	✓	✓	✓	✓	✓	✓
Software electronic support	✓	✓	✓	✓	✓	✓
Access to technical resources	✓	✓	✓	✓	✓	✓
Problem analysis and resolution	✓	✓	✓	✓	✓	✓
Software product and documentation update	✓	✓	✓	✓	✓	✓
HP Response Centers may provide support in English or local language(s), or both	✓	✓	✓	✓	✓	✓
Technical support 24 hours a day, 7 days a week		✓	Optional*	Optional*	Optional*	Optional
Escalation management (*exception basis for 9x5)		✓	✓	✓	✓	✓
Named Response Center Engineer (NRCE)			✓	✓	✓	
Enterprise Support Manager (ESM)						✓
Kickoff meeting			✓	✓	✓	✓
Account Support Plan			✓	✓	✓	✓
Reactive case prioritization			✓	✓	✓	✓
Operational Profile Management			✓	✓	✓	
Regular remote reviews			Quarterly	As needed	As needed	As needed
Onsite visits				✓	✓	✓
HP Software specialist team days			Optional	✓	✓	Optional
Critical patch notification			✓	✓	✓	✓
Annual patch list				✓	✓	
Case history monitoring and analysis				✓	✓	✓

\* Does not include NRCE assistance

With HP Software Premier Support you can choose 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/hpsoftwaresupport/support\\_options](http://www.hp.com/go/hpsoftwaresupport/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

**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/lpdocs](http://www.hp.com/go/lpdocs)  
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](http://www.itrc.hp.com) > for IT Professionals or < [www.hp.com/go/bizsupport](http://www.hp.com/go/bizsupport) > for Business Professionals
- Visit < [www.seca.hp.com](http://www.seca.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 444	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

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

2. Your HP Contracts Administrator contact information

Your support contract start and end date

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

4. Customer contact person for software products

## 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

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	

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



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



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
<b>Summary of Charges</b>					
<b>TOTAL INCLUDING TAX</b>					<b>0.00</b>

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.

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

<b>Payment Schedule as of 12/17/2007</b>
--

SAMPLE

Applicable tax to be added to the invoice.

Print Date 12/17/2007	Page 4 / 4
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Price in USD.



## 11.2 Frequently Asked Questions and Answers

### 11.2.1 All Support Customers

<http://www.hp.com/go/hpsoftwaresupport> >  
Reference Info > FAQ's

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**Question:** What is an SAID?

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

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**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 incident logging via SSO as well as over the phone.

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**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.

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

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

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

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

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**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.

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**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"

---

**Question:** What are the features support customers can expect from SSO?

**Answer:** Customers can create incidents using HP SSO, receive patch notification, and search a knowledgebase of over 40,000 documents.

At HP Software we are committed to being a strategic provider of market-leading software and solutions to manage IT for improved business outcomes. But we're only as good as the support we provide to ensure our customers realize the greatest possible value from these solutions in running their businesses. That's why we are absolutely committed to being the market leader in service and support and are investing to make that goal a reality. We won't rest until we're the best in the industry.

Tom Hogan, Senior Vice President, HP Software

### 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.

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

**Answer:** Technical documents

**Question:** 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 e-mail.

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**Question:** 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.

To learn more, visit: [www.hp.com/go/software](http://www.hp.com/go/software)

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<CODE TBC>, August 2008

