



To: HP Software Support Customers
From: HP Software Support
Date: February 21, 2008
Subject: Update from HP Software Support

This communication is a bi-weekly update on support issues that some customers have experienced and the status of actions HP is taking to resolve these. To briefly recap; some customers have experienced contract issues and intermittent web performance problems that have impacted the interaction with our online support portal. We will continue providing you with ongoing updates as progress is made in resolving these issues.

Thank you for your patience and understanding as we work to deliver you the best support experience.

HP Software Support

Software Support Online Improvements

Mercury product discussion forums

New HP discussion forums for Mercury products went live the week of January 28th.

All Forums can be accessed via the SSO portal under the Troubleshooting Tab
<http://www.hp.com/go/hpssoftwaresupport>

The following discussion forums are now available for HP Software Mercury IT professionals:

Business Availability Center

which includes - Application Mapping, Sitescope, MSD, Change Control Management, and Business Availability Center

Quality Center

which includes - Quick Test Professional, TD for Quality Center, WinRunner, Business Process Testing and Delivery Dashboard

Performance Center

which includes - Capacity Planning, J2EE Diagnostics, Load Runner, Performance Center, ProTune, MST (Mercury Service Test) and other Diagnostics (SAP/Siebel/Oracle)

SOA (Systinet)

which includes - Server for Java, Systinet Server for C++, Registry, Systinet 2 and Policy Manager

Project & Portfolio Management

which includes - Project & Portfolio Management

Over the last two weeks 77,000 legacy discussion forum documents were re-indexed and 100% of these documents are now searchable in the Software Support knowledge base. For best retrieval results, search using a unique phrase or words likely to be contained in the title or body text of the article. Please refer to the ['Best Practice' guidelines](#), pages 30-33 of the HP SSO Portal training material for specific examples.

Software Support Online uptime

The stability of the Software Support Online portal continues to improve. Statistics for planned uptime of the core portal service were 97.53% in November, 99.16% in December, 98.13% in January, and 99.55% to-date in February. HP will continue efforts to improve uptime. During the next several weeks

HP Software will be working to implement multiple portal upgrades. These upgrades will be applied during low-demand hours. If you experience any system unavailability please try again shortly.

Enhancements in Process

Visibility of closed Mercury cases

We are continuing work to map 500,000 legacy Mercury and legacy Peregrine closed case records to new Support Agreement IDs. We will update the target availability for these closed case records at the end of February.

Visibility of bundled products

HP Software sells a number of product bundles that include multiple products under a single product number. Currently the Software Support Online site does not recognize multiple individual products when a SAID for the bundle is used. If you have purchased a product bundle you will only see the first product in the bundle when using the portal. The current workaround asks that you submit a web-based case using the first product in the bundle which is listed, and to reference the specific product you are seeking assistance for in the problem description field. This will allow the case to be transferred to the appropriate engineers. A solution to enable a sub-bundle structure that makes the additional products in the bundle visible is under investigation. This issue does not effect cases submitted by telephone.

Long-term Patch Strategy

Work to gather information as to what improvements need to be made to the PATCH section of the portal is in progress and includes gathering feedback from users of this service.

SAID (Support Agreement ID)

The Support Agreement ID (SAID) is the 12 digit number that identifies your maintenance contract and is used when logging support cases. If you are experiencing problems with your SAID, log a 'Trust-based' support case either online or via the phone until the contract issue is resolved. The 'Trust-case' process allows cases to be opened and worked by HP Support while SAID problems are being resolved.

If you are experiencing difficulty using your Service Agreement Id (SAID) number, please follow the online steps to allow us to research your contract at www.hp.com/go/hpsoftware/entitlement/investigation You will only need a HP Passport login to submit this form. Use the "Trust-based" method for getting assistance with your immediate support need while your SAID issue is being resolved.

HP has deployed dedicated teams worldwide to research and correct these contract issues. To date, 62% of all identified contract incidents have been resolved. The contract teams are on track to resolve 80% of the incidents by end of February, and expect to resolve the remaining cases through March. Additionally, all 28,800 Mercury MPNs that were migrated into HP are being aggressively reviewed in order to minimize future SAID problems.

Duty Manager Process

The HP Duty Manager Process is designed to get you help when you need it most. If you feel your case is not progressing to your satisfaction, call in to your local Software Support center and ask to speak with a duty manager. More information on this process will be posted to the Software Support Online Portal shortly.

Local Software Support center phone numbers can be found at:

www.hp.com/go/hpsoftwaresupport/contact_list

Websites & documents

[SSO Portal](#)

[FAQ](#): A useful document providing answers to frequently asked customer questions
[HP SSO Customer Training](#) A recorded training session giving useful information about Software Support Online

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