

January 2008



Hello,

Thank you for being an HP Data Protector Software customer. As an important component of the fast-growing HP Software portfolio, HP Data Protector software is an integral part of HP's Business Continuity and Availability (BC&A) strategy.

You can now gain support access to Data Protector products through a new interface.

New Website and Process Announcement:

In our ongoing effort to consolidate support services, we are migrating the current Data Protector web support and support telephone numbers to the HP Software Support Online (SSO) portal and local call centers. HP SSO is a fast, efficient way to access interactive technical support tools needed to manage your business, allowing your IT staff to quickly solve issues themselves or log support cases electronically.

Please use your existing HP Service Agreement ID number (SAID). The HP SAID is an identifier for your support agreement with HP. Your SAID is required and provides you access to secured areas of HP SSO around the clock – 24/7. HP SSO provides a comprehensive suite of resources and tools to assist you in better managing your HP Software infrastructure - extensive knowledge base for self-solve, online product manuals, patch downloads, and product update downloads from Support Update Manager (SUM) and electronic support case submission. Please keep your new SAID available, as you will need it to register and obtain access to HP SSO. Also, please cascade this message to anyone in your organization that needs this information.

- **Get Ready:** HP Passport is a "single sign-in" service that enables you to use a single user identifier and password of your choice to register with HP Passport enabled web sites. Please create an HP Passport now by going to <http://www.hp.com/go/hpsupport>. Select "Register" at the top of the page and enter your contact information.
- **Get Set:** Once you have a new passport created, please login to your HP Passport and click "Check Entitlement" located on the right side of the homepage. Use your existing SAID.
- **GO:** Starting February 11, 2009, please start using the HP SSO portal to create cases and use the online tools.
 - Case creation at HP is available through the HP SSO portal and phone only.
 - To contact HP Software Support via telephone, please use the support phone numbers below, and please remember to have your Service Agreement ID ready:
 - For North America 1-800-633-3600
 - For all other countries please visit http://support.openview.hp.com/contact_list.jsp

Customer Training

Customer training for Software Support Online is available at <http://support.openview.hp.com/pdf/sso/index.html> .

We are also hosting several live training sessions throughout the month of February.

Feb 9, 16, 23

7am PST

U.S. 702.696.4520/866.409.2889 (id: 970 898 9410)

Virtual Room: <https://www.rooms.hp.com/attend/default.aspx?key=EPHTJZZZ5U>

Feb 10, 17

3pm PST

U.S. 702.696.4520/866.409.2889 (id: 970 898 9410)

Virtual Room: <https://www.rooms.hp.com/attend/default.aspx?key=EPMHY5SFK2>

Additional Phone Numbers:

APJ

+65 62 66 5915

Canada

+1 281 913 1140

EMEA UK Local

0844 579 0686

EMEA International

+44(0)-14525 55574

US

+1 702 696 4520

Getting support from HP AFTER the transition to the HP SSO portal on February 11, 2009:

If you have already received your SAID through a new purchase or support contract renewal, please follow the steps below for using the online support tools and creating cases online:

1. Log in with your HP Passport account at <http://www.hp.com/go/hpsoftwaresupport> and edit your profile. Add your SAID(s) to your profile.
2. Create and update cases online at <http://www.hp.com/go/hpsoftwaresupport> and select "Submit Support Case from the Problem Reporting area".

You can update your case using any of these 3 options:

- a. Click on "Add a comment" from the HP SSO site from within your case,
- b. Use the email addresses provided in the case creation email you received, or
- c. Call your local HP support center and reference your case id.

When you call support please remember to have your Service Agreement ID(s) ready.

Getting Product Updates from Software Update Manager (SUM)

If you have a current support contract, product updates are available to you on Support Update Manager (SUM). Prior to your first visit to request a product update you must link your SAID to your support contract. Training is available to help you with this process at: <http://support.openview.hp.com/pdf/sso/index.html>

After reviewing the training please log onto SUM and complete the linking activities. Then update your profile and change update notification from postal delivery to email.

Getting help with the transition to the HP SSO portal:

If you cannot locate your SAID please visit <https://support.openview.hp.com/entitlement/investigation> to file a contract investigation report. You will need to register an HP Passport to file this report, if you have not registered already. To speed up the response time on resolving your case please include as much information as possible in the comments section; including order numbers if available.

This process may also be used if your SAID is not working or showing as invalid. Please be sure to describe the issues you are facing in the comments section.

Customer Advisories

The Subscriber's Choice Web site provides you with a centralized access point to all the latest subscriptions from HP, as well as the ability to update your subscription profile at any time. Proactive e-mail messages can be received, as they are available - weekly or monthly. Most importantly, you can access a customized Web page that displays your most recent driver, software, and support information (product Advisory, Bulletin, Notice) that is relevant to your products.

URL to register for this free service is <https://h30046.www3.hp.com/subchoice/subhub.aspx>

Quick Reference Matrix

To help you navigate HP SSO, we have created a quick reference matrix for commonly accessed sites. Additional sites and information can be found on the main SSO page at <http://www.hp.com/go/hpssoftwaresupport>.

Service/Program	URL	Description
Support Handbook	http://www.hp.com/go/hpssoftwaresupport/pdf/support_user_guide.pdf	This guide provides detailed instructions regarding all aspects of doing business with HP (i.e., Passport set up, license registration, Password, SSO registration).
Knowledge Search	http://www.hp.com/go/hpssoftware/advance-self-solve	A comprehensive knowledge data base where you can search for Software information needed to manage your business. An HP Passport ID is required to access this area of the site.
Submit an Electronic Support Case	http://www.hp.com/go/hpssoftwaresupport/casemanager/submitcase	Electronic support case submission. An HP Passport ID is required to access this area of the site.
Discussion Forums	http://forums1.itrc.hp.com/service/forums/familyhome.do?admit=682735245+1156832399827+28353475&familyId=121	Forum discussion focused on HP management software and associated system management tools for servers.
Patches	http://www.hp.com/go/hpssoftware/patch_index	Search for and download product patches.
Customer Connection	http://www.hp.com/go/swcustomerconnection	Customer Connection is a free program targeted for software technical license customers that provides a dedicated program and interactive communication pipeline for proactive, up-to-date information from HP Software.
Obtain Updates to HP Software	<p>Prior to your first visit to the Software Update Manager (SUM) utility to obtain an update please view the <i>linking SAID</i> training material at:</p> <p>http://support.openview.hp.com/pdf/sso/index.html</p> <p>Complete the training and log into SUM to link your SAID at:</p> <p>www.hp.com/go/hpssoftwaresupport/software_updates</p> <p>Note: Only one user can link their profile to a SAID. Once the first person completes the SAID linking process that user is then identified</p>	Software Update Manager (SUM) is the electronic notification and delivery mechanism for Software Update Support customers.

	as the owner. Each SAID can only have one owner but multiple users can receive access granted by the SAID owner.	
Field Update Packs (FUP'S)	<p>Please open a case with HP Support to request a FUP .</p> <p>Follow the steps under the heading "Getting support from HP AFTER the transition to the HP SSO portal on February 11, 2009" for using the online support tools and creating cases online</p> <p>http://www.hp.com/go/hpssoftwaresupport</p>	FUP's can be obtained by opening a case with HP Support.

On behalf of HP, I welcome you and look forward to serving you with our broad portfolio of products, services and support. We are confident that we will jointly benefit from this new and ongoing relationship. Hewlett-Packard values your business and looks forward to providing you with continued support. If you have any questions regarding your support contract, please contact your HP Software sales representative.

Best Regards,

Scott Kupor

Software Support
Hewlett-Packard Company