

May 2009



Hello,

Thank you for being an HP Software customer. You can now gain support access to your HP Software products through a new interface.

New Website and Process Announcement:

In our ongoing effort to consolidate support services, you can now also use HP Software Support Online (SSO) portal. 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. Please keep your 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. *Please note: Not all tools are available for all products.*

- **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/hpssoftwaresupport>. 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 May 19, 2009, you may 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/
 - 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

Getting support from HP AFTER the transition to the HP SSO portal on May 19, 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/hpssoftwaresupport> and edit your profile. Add your SAID(s) to your profile.
2. Create and update cases online at <http://www.hp.com/go/hpssoftwaresupport> 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 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.

Software Support Online customer training

<http://support.openview.hp.com/pdf/sso/index.html>

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).
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.
OpenCall product information	http://h20208.www2.hp.com/opencall/news/newsletters/index.jsp	Discover more information on products, services, and subscribe to the OpenCall newsletter and to learn about OpenCall news and updates.
OpenCall Technical Newsletters	In order to subscribe to the OpenCall Technical Newsletter, send an empty plain text e-mail with "subscribe" in the title to: ocssbinp-request@helium.gre.hp.com "unsubscribe" if you want to unsubscribe	Service Control and Charging products
	In order to subscribe to the OpenCall Technical Newsletter, send an empty plain text e-mail with "subscribe" in the title to: ocssbss7-request@helium.gre.hp.com "unsubscribe" if you want to unsubscribe	Signaling products
	In order to subscribe to the OpenCall Technical Newsletter, send an empty plain text e-mail with "subscribe" in the title to: ocssbocmp-request@helium.gre.hp.com "unsubscribe" if you want to unsubscribe	Media products

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