

# HP Software Services

Process documentation: end-to-end customer entitlement

**This document highlights HP Software Services end-to-end entitlement process**



Entitlement to HP OpenView software support services is available to all customers who purchase support. Currently, the first year of standard support is bundled into most HP OpenView and HP Telecom products. This entitlement provides access to phone in support, on-line information, and updates to the most current releases of a product. For more information please visit: [www.hp.com/managementsoftware/services](http://www.hp.com/managementsoftware/services)

## HP Software Services

End to end customer entitlement

## **Technical support**

The support contract starts on the date of purchase. Once HP is notified of the purchase, a support contract is set up with all applicable products. A welcome letter is sent to the customer informing them of the contract details and the local technical support numbers. For a listing of HP OpenView technical support numbers, visit:

[www.hp.com/managementsoftware/contact\\_list](http://www.hp.com/managementsoftware/contact_list)

## **Contract management**

For contract management questions, please visit:

[www.hp.com/managementsoftware/contract\\_maint](http://www.hp.com/managementsoftware/contract_maint). At this site, customers can review, revise, and renew HP support contracts and request quotes or help.

## **Password registration**

Upon installation of the product, the customer will need to enter a password. A permanent password request requires a valid HP order number, which can be found on the Entitlement Certificate that is shipped with the product. There are currently five methods to obtain a permanent password that are covered in the HP OpenView Password Retrieval document located on the Software Support Online site. Upon delivery of the permanent password, the customer will also receive a temporary SAID (service agreement id) if a preferred or existing system handle or SAID was not provided to HP. The SAID and password combination can be used to immediately access HP OpenView support services. For more information regarding password requests and registration, please visit [www.hp.com/managementsoftware/supportFAQ](http://www.hp.com/managementsoftware/supportFAQ).

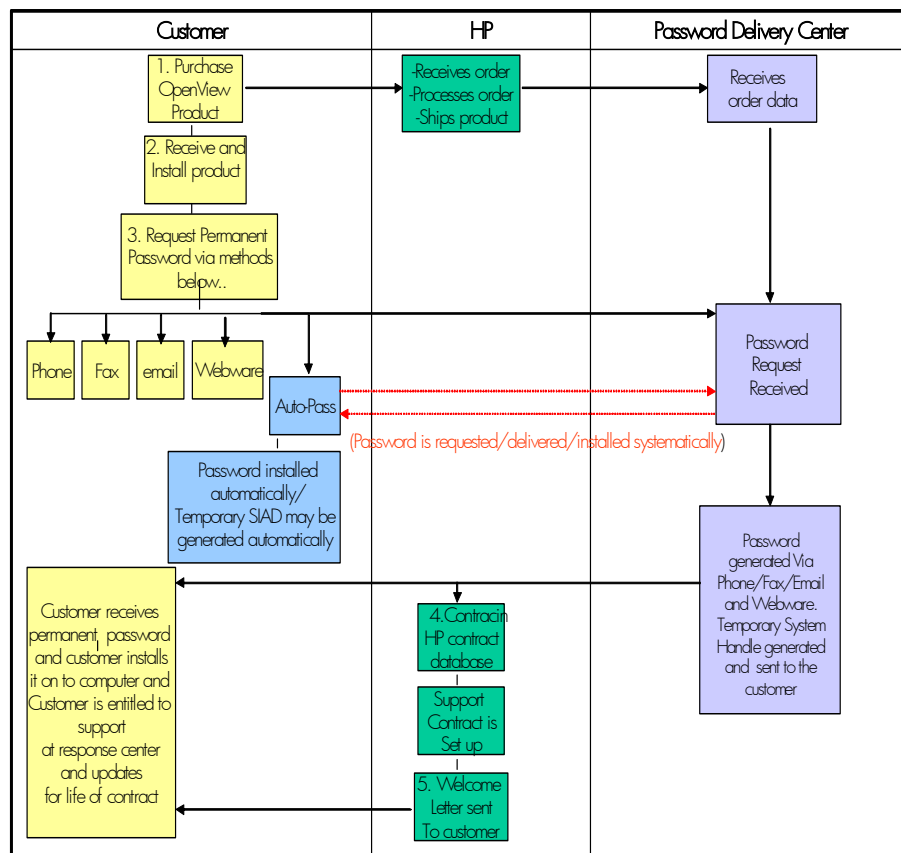
## **Contract renewal**

Customers will be contacted with support contract renewal information 60 to 90 days before the current contract expires.

## Entitlement process

Purchase request is received from customer.

- 1) Order is processed for product, bundled support, and any support upgrades.
- 2) Customer receives product and installs it.
- 3) Customer requests password and is provided with permanent password and temporary SAID (service agreement id) (if a preferred or existing SAID is not provided) – a password is required to log a support call.
- 4) Contract is loaded into HP contract database.
- 5) Contract information is sent to customer (Welcome Letter).
- 6) Customer is able to log calls to the Response Center, and will receive all future updates, based on purchase of media (for the life of the contract).



## **Frequently asked questions**

### **I have not received my system handle or support contract yet, what do I do?**

- In the US call 1 800 386 1115. Outside of the U.S. contact your HP Sales Rep or HP authorized reseller. For a listing of sales offices and resellers worldwide please refer to this address-

<http://managementsoftware.hp.com/buy/index.html>

### **Who do I contact for order status?**

- In the US call 1 800 386 1117. Outside of the U.S. contact your HP Sales Rep or HP authorized reseller. For a listing of sales offices and resellers worldwide please refer to this address-

<http://managementsoftware.hp.com/buy/index.html>

### **Who do I contact for incomplete or incorrect shipments?**

-Contact your HP Sales Rep or HP authorized Reseller. For a listing of sales offices and resellers worldwide - <http://managementsoftware.hp.com/buy/index.html>

Please include your original HP order number and product number.

### **Where do I find my local Response Center number?**

-A list of HP response center phone numbers is online at:

[www.hp.com/managementsoftware/contact\\_list](http://www.hp.com/managementsoftware/contact_list)

### **How do I obtain my permanent password or codeword?**

-Please refer to the HP OpenView Passwording FAQ (frequently asked questions) at [www.hp.com/managementsoftware/supportFAQ](http://www.hp.com/managementsoftware/supportFAQ)

### **What do I do if my permanent password or codeword doesn't work?**

-Please refer to the HP OpenView Passwording FAQ (frequently asked questions) at [www.hp.com/managementsoftware/supportFAQ](http://www.hp.com/managementsoftware/supportFAQ)

## I have lost or misplaced my entitlement certificate, what do I do?

An entitlement certificate is not required to request a permanent license; however you must have a valid HP Order Number. If you have neither the HP order number nor the entitlement certificate, please contact your HP Sales Rep or HP authorized reseller.

## I have not received my software update, where do I go for help?

Please visit the following URL- [www.hp.com/managementsoftware/software\\_updates](http://www.hp.com/managementsoftware/software_updates)

### Definitions

CA (Contract administrator)	Contract Administrator. The individuals responsible for processing support agreements/contracts.
SUM	Software Update Manager - puts you in control of software updates that are delivered via physical media and/or available for electronic download. SUM provides customized information that reflects your specific contractual product and information needs. For more information, visit: <a href="http://www.hp.com/managementsoftware/services">www.hp.com/managementsoftware/services</a> and select "software updates"
System Handle/Support Identifier	System Handles have a unique string of characters set up by HP and you to identify each support contract.
SAID (Support Agreement Id)	SAID is your unique identifier for your support agreement with HP. It is required when contacting HP for technical support, accessing ITRC or for questions about your support contract. This identifier is randomly generated.
Software Support Online	Services that HP provides to the customer for the ongoing maintenance of product. This may include material updates and access to phone on web-based support services. For more information please visit: <a href="http://www.hp.com/managementsoftware/services">www.hp.com/managementsoftware/services</a> .
SCA	Support Contract Assistant - SCA is a personalized tool that allows users to review, revise, and renew their HP support contracts online. For more information, visit: <a href="http://www.esca.hp.com/">http://www.esca.hp.com/</a>
Entitlement Certificate	Certificate that is included with product shipment that provides the customer with Proof of Ownership. Information included on the Entitlement Certificate is the HP Order Number, Product Name and Number, and Quantity of Licenses purchased.

**To contact a sales office please visit:**

<http://managementsoftware.hp.com/buy/index.html>

Technical information in this document is subject to change without notice.

© Copyright 2004 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

Intel and Itanium are trademarks or registered trademarks of Intel Corporation or its subsidiaries in the United States and other countries. Microsoft, Windows, and Windows NT are U.S. registered trademarks of Microsoft Corporation. [Delete these third party trademarks if not mentioned in document].

For more information, visit  
[www.hp.com/managementsoftware/services](http://www.hp.com/managementsoftware/services)

