

**November 18, 2011**



Dear Customer,

The purpose of this letter is to communicate the status of transferring support from legacy Fortify systems and processes to HP systems and processes. A letter initially describing these changes was emailed to you back on September 29th. That was followed by a letter delaying that conversion. Here is the status of that conversion.

In order to minimize disruption, we have decided to operate both systems in parallel. We encourage customers to transfer to the new HP Software Support Online (SSO), but we are not requiring that conversion at this time. Customers who wish to continue using the Fortify ticketing system will be allowed to do so. However, you will need to use SSO in conjunction with your SAID # to download software. The Fortify system will be used only for ticket management (for those who choose not to move to SSO).

### **Here is the process for using the new HP system:**

The HP SAID (sent to you in late September) 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, user forums, product update downloads from the “My Updates” portal 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 may need 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 (under the Short-cuts section). Enter your SAID which is found at the top of this letter.
- **GO:** The SSO portal will be available on November 30th, 2011 so you can begin 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, use the existing 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](http://support.openview.hp.com/contact_list.jsp)

### **Obtaining help with the transition to the HP SSO portal:**

- If at any time 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.

### **Obtaining support from HP AFTER the transition to the HP SSO portal on November 30:**

If you have already received an 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. 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 (under the Short-cuts section).
2. Create and update cases online at <http://www.hp.com/go/hpsoftwaresupport> and select "Case Manager".  
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 SAID ready.

Note: The existing Fortify Support delivery infrastructure (e.g., Phone Number, Support Portal and Email) will be phased out and will become unavailable over the next few weeks.

### Obtaining Product Updates

For product updates please refer to the 'My Updates' portal, which is available on the 'downloads' tab of [www.hp.com/go/hpsoftwaresupport](http://www.hp.com/go/hpsoftwaresupport). HP Support Alerts is a web-based subscription service that offers customers the ability to customize their profile and receive alerts regarding HP Software product updates and product obsolescence. Sign up for alerts at <http://www.hp.com/go/swupdatealerts>.

### Customer Training for Software Support Online

Online training for HP SSO is available at <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/hpsoftwaresupport>.

Service/Program	URL	Description
<b>Support Training</b>	<a href="http://support.openview.hp.com/pdf/sso/index.html">http://support.openview.hp.com/pdf/sso/index.html</a>	This training provides detailed instructions regarding all aspects of doing business with HP (i.e., Passport set up, license registration, Password, SSO registration).
<b>Knowledge Search</b>	<a href="http://www.hp.com/go/hpsoftware/advance-self-solve">http://www.hp.com/go/hpsoftware/advance-self-solve</a>	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.
<b>Submit an Electronic Support Case</b>	<a href="http://www.hp.com/go/hpsoftwaresupport/casemanager/submitcase">http://www.hp.com/go/hpsoftwaresupport/casemanager/submitcase</a>	Electronic support case submission. An HP Passport ID is required to access this area of the site.
<b>Discussion Forums</b>	<a href="http://support.openview.hp.com/communities.jsp">http://support.openview.hp.com/communities.jsp</a>	This is the gathering place for IT Professionals to solve problems, exchange ideas, and learn lessons from fellow peers.
<b>Patches</b>	<a href="http://www.hp.com/go/hpsoftware/patch_index">http://www.hp.com/go/hpsoftware/patch_index</a>	Search for and download product patches.
<b>Software Solutions Community</b>	<a href="http://www.hp.com/go/swcommunity">www.hp.com/go/swcommunity</a>	The HP Software Solutions Community combines social media technologies with established HP customer communication channels to create a single virtual meeting place where you can get information and interact with your peers and HP Support experts.

<b>Obtain Updates to HP Software</b>	For updates please refer to the 'My Updates' portal, which is available on the 'downloads' tab of <a href="http://www.hp.com/go/hpssoftwaresupport">www.hp.com/go/hpssoftwaresupport</a>	Site for Product updates.
<b>Customer Support handbook</b>	<a href="http://www.hp.com/go/hpssoftwaresupport/HP_Software_Support_Handbook">www.hp.com/go/hpssoftwaresupport/HP Software Support Handbook</a>	One-stop-shop for reference materials about anything you need to know about HP Software Support

On behalf of HP, I 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,

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