



Thank you for purchasing HP Software

Let's get started!

► Step 1: Software Activation

Most HP Software products require a license key to be installed to enable functionality. License keys can be requested at: www.webware.hp.com/welcome.asp

Two pieces of information are needed: (1) Your systems identifier, like a Hostname or IP address; and (2) Your HP order number. The HP order number can be found on the enclosed License Entitlement Certificate.


Some HP products include a self-help tool "HP Autopass". This tool automatically registers the host machine to install the license key. If you encounter difficulties or have questions, please visit: www.webware.hp.com and select "Contact license delivery center".

► Step 2: Service Agreement ID (SAID)

The SAID is your unique identifier with HP. You will receive your SAID in a separate communication within 30 days of purchase. You will be asked to provide the SAID when accessing technical support. If you need to log an incident and have not received your SAID, please visit <http://support.openview.hp.com/entitlement/contracts> and select "Investigate contract" from the left hand menu.

If you have an existing SAID and wish to inquire about it, please log a non-technical/business incident at <http://support.openview.hp.com/casemanager/newincident>

► Step 3: Create an HP Passport account and link SAID(s)

 HP Passport is a single sign-in service that lets you register with HP Passport-enabled websites.

If you do not have an HP Passport account, please visit the SSO website at: www.hp.com/go/hpsoftwaresupport and click "Register" above the toolbar. Please make sure to link all of your SAIDs to your HP Passport account. You are now ready to access product manuals and log incidents online at Software Support Online (SSO).

► Step 4: Review Product Manual

Please take the time to review the latest product manual for specific product information: <http://support.openview.hp.com/selfsolve/manuals>

Software Support

You can log incidents in the following ways:

Over the web:

<http://support.openview.hp.com/casemanager/newincident>

Submitting an incident by phone: Please call the HP Response Center in your country. Contact numbers are available at: http://www.hp.com/go/hpsoftwaresupport/contact_list

If you have any concerns regarding the progress of an incident, please contact the engineer who owns your incident to ensure it was properly flagged based on urgency, or contact the on-call HP Software Support Duty Manager to personally address your concerns:

In the U.S. and Canada, call the HP Response Center at 1-800 633 3600. Press option "2", enter a valid Service Agreement ID (SAID), press "1" for Enterprise Software and then option "6" for All Other.

Outside the U.S. and Canada, please call your country specific Response Center and ask for the person taking your call to engage the HP Software Support Duty Manager.

HP SSO Tutorial

The SSO flash tutorial provides information on HP Passport, self-solve knowledge search, incident logging, and more: <http://support.openview.hp.com/pdf/sso/index.html>

Additional information

You will find this letter in various languages at:

<http://www.hp.com/go/hpsoftware/welcometosupport>

For detailed information on support processes, visit the HP Software Customer Support Handbook at: http://support.openview.hp.com/pdf/HP_Software_Customer_Support_Handbook.pdf

For more information on HP Software Services, visit:

HP Software Support Services:

www.hp.com/go/hpsoftwaresupport/support_options

Software-as-a-Service: www.hp.com/go/saas

Education Services: www.hp.com/learn/hpsw

BTO Consulting: www.hp.com/go/BTOprofessionalservices

IM Consulting: www.hp.com/go/IMprofessionalservices

