



December 07. 2007

To: HP Software Support Customer
From: HP Software Support
Subject: Update on HP SSO availability and accessibility

Over the past year HP Software has grown tremendously. We have acquired several companies, developed new product suites, expanded our customer base and developed new support options for our customers. At the same time, we have been making changes to our internal processes and technology to enable us to continue to provide the exceptional level of support that will result in HP continuing to be the vendor of choice for your product and support needs.

One of our key goals has been to maintain the highest level of support possible during each acquisition, as we transition those companies to HP processes and technology. We understand that some customers have recently experienced intermittent performance problems that have impacted the interaction with our online support portal. If affected; we sincerely apologize for any frustration you may be experiencing in trying to create your account or access support either online or via telephone. Please be assured that we are addressing these issues with the highest priority.

In the meantime, please refer to the attached customer question and answer document that we have prepared to help you.

We thank you for your patience and understanding as we strive to implement changes that will ultimately result in faster, easier and customized access to online support services to address your needs.

HP Software Support www.hp.com/go/hpssoftwaresupport

Customer Q&A

When I accessed the HP Software Support Online (HP SSO) it said it was down and was not accepting logins, but when I try again it worked.

This is an intermittent problem and we ask for your continued patience as we actively work towards a resolution.

While I was using HP SSO I received an 'Authorization Failure page'. It returned me to the original page but all my information was deleted.

We recommend the following: Delete Cookies, close browser, open new browser and log back on HP SSO.

HP Software Support sent a Service Agreement ID number (SAID) and it is showing invalid.

If you are experiencing difficulty using your Service Agreement Id (SAID) number, please follow the online steps to allow us to research your contract at www.hp.com/go/hpsoftware/entitlement/investigation You will only need a HP Passport login to submit this form.

How can I get support while I am waiting for the correct SAID?

1. Dial the country phone number located at:
http://h20230.www2.hp.com/contact_list.jsp
2. Advise the agent that you are working with your HP contact to resolve issues regarding your SAID and ask the agent to open a 'Trust' case.
3. Provide the call receipt agent with the product name, product number, version and details on the issue, contact information and provide the expired SAID

I am unable to retrieve manuals, patches

There are a few steps that can be applied:

1. Ensure that the you have an HP Passport Profile (HPP) (contract/SAID is not a requirement to access manuals or patches)
2. If you can access the area, but are not getting the content you feel you are entitled to please follow the online steps to submit a problem request at <https://support.openview.hp.com/entitlement/contracts> You will only need a HP Passport login to submit this form.

I am not able to see my support cases within HP SSO.

Your SAID should give you visibility of all the cases identified with you. There is a small amount of service requests that are still in the migration phase. We aim to complete the migration by December 10.

I had to wait on the phone when I called the local Support Center.

We have been experiencing a higher call volume recently through the transition to the new HP SSO and we apologize for any delay you have endured. If you have a case online that you can access, we suggest you update it using HP SSO.

I can't see support cases logged by all of our support personnel using SAID XYZ

Delete the content in the e-mail address (ensure a blank space is not left in information window) and search only on SAIDs. Only one SAID can be searched at a time. Multiple SAID search is not a feature.

I cannot download the file that my engineers attached to my support case

The ability to attach files to existing support cases for our customers to download via the web will be available in a future release of HP SSO. Your support engineer can transfer files to you via FTP or email.