



HP SSO URL	
Question:	What is the URL for the HP SSO?
Answer:	www.hp.com/go/hpsoftwaresupport
Question:	Why does www.hp.com/go/hpsoftwaresupport re-direct my browser immediately?
Answer:	The URL provided is the 'friendly' version to bookmark. When your browser is redirected, you are taken to http://support.openview.hp.com/ . The http://support.openview.hp.com/ URL will be changing. With the recent acquisitions, HP SSO now provides services for legacy Mercury and Peregrine products.
Legacy Support Cases	
Question:	Will the open and closed cases be migrated to the HP SSO from the Mercury website?
Answer:	Open cases have been migrated. We are working on a solution that should be implemented in several months to make closed cases will be visible.
Training Materials	
Question:	Will this training deck be emailed out following the call?
Answer:	No, the training material will not be e-mailed. The slide deck is available on HP SSO: http://support.openview.hp.com/pdf/HP_SSO_Customer_Training_Virtual_Classroom.pdf . The replay of the training session will be posted to the support site shortly.
Question:	Does this training pertain to only Mercury customers?
Answer:	The training is for all of our HP Software Support customers.
SAID	
Question:	Should we have an SAID for each Purchase Order?
Answer:	It depends on the customer contractual choices.
Question:	We cannot find our MPN Numbers in the new HP system
Answer:	MPN numbers are not used on the HP SSO. Customers must use their SAID to gain access to support. Your SAID is included in your Welcome to Support letter.
Question:	How do I obtain my SAID number? I have tried requesting online, but a SAID number is required in the form used to ask for a SAID number!
Answer:	Access the Check Entitlement link from HP SSO and select "Investigate Contract" to expedite resolving all SAID problems. For the SAID field, please enter your MPN number or zeros.
Question:	Does the Mercury MPN correlate to the SAID?



SAID	
Question:	How do I convert my Mercury Support number to a SAID ID?
Answer:	Mercury MPNs (Mercury Pack Number) are correlated to SAIDs, with SAIDs comprised from information in the MPNs. Please select 'Investigate Contract' from the 'Check Entitlement' link on HP SSO to obtain SAIDs or have it investigated. For the SAID field, please enter in your MPN number or zeros.
Question:	How do I get my Mercury products to show up as products I have when I log in?
Answer:	Please refer to the customer training materials on how to add your contract/SAID information to your HP Passport Profile. This will give you access to your supported products. If products are not visible after loading your SAID, please select 'Investigate Contract' to have your SAID problem resolved. For the SAID field, please enter your MPN number or zeros.
Question:	Why can't HP simply put back the same product list as on the previous support site based on our former MPNs?
Answer:	We are moving forward with a consolidated portal and toolset. As we have continued with the integration, we have aligned the product names accordingly. A cross reference guide is available at: http://support.openview.hp.com/name_changes.jsp .
Question:	We did not receive a Welcome to Support letter.
Answer:	We are continuing to improve the efficiency of the SAID delivery model.
Question:	My SAID investigation request has been outstanding for weeks; is there an escalation process?
Question:	How long does it take to resolve the contract information? It has been almost a month and my problem has not been corrected.
Answer:	We apologize for the delay. We are actively working on each contract investigation request submitted. Please choose 'Investigate Contract' from the 'Check Entitlement' link on HP SSO, mark it as 'second request' and we will escalate it. For the SAID field, please enter in your MPN number or zeros.
Question:	With my SAID, I am not able to update software. What is wrong?
Answer:	Please choose 'Investigate Contract' at HP Software Support Online to have your SAID reviewed and corrected. For the SAID field, please enter in your MPN number or zeros.
Question:	If I already have an SAID set up, do I need to re-register?
Answer:	Ensure that your SAID is linked to your HP Passport profile. Instructions for adding SAIDs to your profile are in the customer training material: http://support.openview.hp.com/pdf/HP_SSO_Customer_Training_Virtual_Classroom.pdf
Question:	We have a contract with another vendor, and the vendor gets parts and supplies directory through HP. Would this vendor have my SAID?



SAID	
Answer:	Not through HP. You need to communicate your SAID to any of your business partners.
Question:	Why do I have 2 SAIDs for the same product?
Answer:	SAIDs are created by the location where the Software is shipped and expiration date. If you have multiple SAIDs and would like to combine them, please submit a case in SSO under contract investigation
Question:	If we open an investigation, can we reference it or track it somehow?
Answer:	There is no method of tracking the status of investigations for SAIDs.
Question:	Do I use the entitlement/investigate web link to try to find the SAID for a product for which I have never been given an SAID?
Answer:	Yes. Please include your purchase order information.
Question:	How do I get my Mercury products to show up as products I have when I log in?
Answer:	Please refer to the customer training materials on how to add your contract/SAID information to your HP Passport Profile. This will give you access to your supported products. If products are not visible after loading your SAID, please choose 'Investigate Contract' from the 'Check Entitlement' link on HP SSO to have your SAID problem resolved. For the SAID field, please enter in your MPN number or zeros. Training material: http://support.openview.hp.com/pdf/HP_SSO_Customer_Training_Virtual_Classroom.pdf
Question:	I have 3 SAIDs. How to tell which SAID is for which product?
Answer:	Access the Check Entitlement link from HP SSO. The Check Entitlement page will list all of the SAIDs linked to the profile. In the area containing the Contract/SAID there is a hyperlink listed under each contract that represents the number of products on the contract. Select this link to see all of the products associated with that contract.
Question:	We have several team members. We all need to register. Do we all have to update the missing products from our SAID? Or will the first update update for all?
Answer:	If one person requests a correction to an SAID, it will resolve the issues for that SAID - multiple requests are not needed.
Site Comparison	
Question:	Where on the new site can we find Mercury information, like on the old Mercury site?
Answer:	We have a consolidated portal for all of our HP Software products. Our HP Mercury knowledge documents, patches and manuals can be found on our HP SSO site.



System Performance	
Question:	Will the links on the support site ever completely work? They routinely error out.
Question:	When will the following problem be resolved? When I type in all the information for a case, I get a message saying it is being redirected, then nothing happens; if I hit continue, it wipes out all of the information I have typed. This happens more times than not. I always copy the description before hitting submit. This is very frustrating.
Question:	Has anyone ever gone to track their case and clicked on it? I am the only one that opens cases but when I click on the case # it tells me 'we are sorry, you are not entitled to view the requested resource. Please visit the case manager page to access your cases.' Why can't I look at my own tickets?
Answer:	We apologize for the inconvenience. We continually monitor and adjust performance of the SSO to correct this behavior. In the meantime, we recommend the following: delete Cookies, close browser, open new browser and log back on to HP SSO
Advance Self Solve	
Question:	How can I find Knowledge base articles?
Answer:	Many of our Peregrine and Mercury documents have been migrated to HP SSO. Please refer the training materials for Advanced Self Solve searching details: http://support.openview.hp.com/pdf/HP_SSO_Customer_Training_Virtual_Classroom.pdf
Question:	How do I find user-contributed solutions?
	Where are the user contributed parts of the knowledge base?
Answer:	User contribution will be considered as possible enhancements to our knowledge base.
Question:	If entitlement is not correct (HP's problem), how can a customer view KB articles?
Answer:	We are investigating other options to allow customer access to Advance Self Solve while we are resolving the SAID issue.
Question:	Under which category can I find support (knowledge base and discussion forum) for PPM (ITG) 6.0 and 7.x?
Question:	Can anyone confirm that the KB data from Mercury can be made available?
Answer:	Remove the Product Version and Operating System information from your search. Select All Product Versions and All Operating Systems. Please refer to the customer training material for detailed search tips for HP Mercury software: http://support.openview.hp.com/pdf/HP_SSO_Customer_Training_Virtual_Classroom.pdf
Question:	How can I set my own search preferences for case search? I don't want to have to re-set my options every time I visit the search page.



Advance Self Solve	
Answer:	We currently don't have a personalized search memory capability.
Question:	Which of the document types is the equivalent of Mercury support website knowledge base default search?
Answer:	Technical documents.
Question:	Has HP considered ignoring scrub words programmatically [unless quoted]?
Answer:	We are working on making that change now and this issue will be resolved shortly.
Question:	How do I know which are the latest KBs posted on SSO?
Answer:	Select the Advanced Self Solve search option. Select a product and select "Known problems" and "Technical Documents" Document types to find KB articles. Set the sort by option to "Date (Modified date)".
Question:	How do you find an enhancement request if you don't have the Support Incident ID?
Answer:	Access Advance Self Solve and select the 'other' document type. Enter in a key word description of the Enhancement Request that was submitted and select search.
Question:	Can Advance Self Solve be configured to the knowledge base for my SAID automatically rather than always selecting a product to do searches?
Answer:	Yes. When selecting the Advanced self-solve search option, by default the advanced search lists the products that are linked to your SAID. You are not required to select a product from the product window. The keyword search feature allows you to input a search criteria that will apply to all of the products linked to your HP Passport Profile.
Question:	How do we track a specific document or search the Knowledge Base (KB) articles using the KB ID?
Answer:	Articles can be searched using their legacy ID or their new Document ID. To search for the article by ID, enter the ID number into the search field and select Search.
Question:	If you have an SAID, but not applicable to a certain product, do you still get better info than if you had no SAID for anything at all?
Answer:	If a customer does not have an SAID associated with their HP Passport Profile, they cannot access Advance Self Solve. If you have an SAID linked to your profile, and select a product to search that is not on your SAID/contract you still receive the same information as a customer who has that product on their contract.



Support	
Question:	I opened a case about 15 minutes ago and have not received a ticket # from HP.
Answer:	Tickets should be received within minutes of logging a case. We are aware of intermittent problems with case IDs being sent and are investigating.
Question:	Why is it so hard to get hold of anyone on the phone? It is much easier to open tickets on line.
Answer:	We are aware of the problem, which is due to increased call volume from the consolidation of services. Actions were taken to address this matter, and we are continuing to monitor this issue.
Question:	What is the response time for the tickets?
Answer:	Response times depend on your support contract.
Question:	Why do I only get emails when the case is created but NOT when it is updated?
Answer:	This is a process issue that is known and is being reviewed. We will be implementing changes in the near future.
Question:	Is this HP SSO the only means to open a case? What about a phone option?
Answer:	Yes you can use the phone to open a case. The telephone numbers are on the URL: http://support.openview.hp.com/contact_list.jsp You can track support cases created by another person if that person is using the same SAID to log cases. Instructions on how to find cases for a specific SAID are included in the customer training material.
Question:	I opened a case and they didn't have any solution for me. What they did is update the case saying issue has been resolved and closed the case. Why was this case closed?
Question:	Is there a standard for the engineers to also include their Question:s/resolutions in the support ticket? We had a support ticket in which they sent emails but those emails are not reflected in the ticket...losing valuable information for others who review the ticket.
Answer:	We regret that your case was closed prior to your agreement. This is not standard operating procedure.
Question:	How can I get support while I am waiting for the correct SAID?
Question:	I have not been able to open a support case from the site. How can I get assistance?
Answer:	You can place a trust case via the phone. Customers can also log a trust case from HP Software Support Online by selecting Submit a Case. Please note that while your SAID is being corrected, you will not be able to view a trust case until your SAID problem is resolved.
Question:	What are the FTP settings (User ID and password) to be used for downloading?



Support	
Answer:	Work with your assigned engineer for specific FTP downloading requirements and instructions for security purposes.
Question:	Will the ITRC web site for submitting cases be retired? If so, when? If not, why not?
Answer:	For HP Software customers the preferred site for submitting support cases is HP SSO. ITRC will remain operational.
Question:	How long will historical cases reside within case manager?
Answer:	We historically keep case data for 2 years.
Question:	I have called 800-633-3600 to open a trust case, but have been on hold for over 2 hours without a response; this is not resolving any problems. How do I get a trust case submitted otherwise?
Answer:	Access HP Software Support Online, select Submit a Support case and proceed with logging an electronic trust case. Please remember that once this case has been created it will not be visible to you until your SAID issue has been resolved.
Question:	Will the portal be completely replacing phone support?
Answer:	No. Our customer phone option will remain an option for interacting with the support organization.
Question:	I am a HP /Mercury customer. In the past, I have been routed to CSO reps that really have no Mercury knowledge. Are you currently routing Mercury product cases to those knowledgeable with the product and not people just look up a KB article?
Answer:	Yes. Cases are routed to technical queues where skilled agents are available to quickly resolve customer cases.
Question:	Is there a third mode of communication with support, like a chat? Through the phone you cannot share data and emails usually take too much time.
Answer:	We currently do not offer additional communication modes other than phone and web. We will be evaluating chat capabilities for future enhancements to the site.
HP Passport Profile	
Question:	Will the old profiles be transferred to the new portal?
Answer:	Customer profiles will need to be created on HP SSO.
Question:	Will ITRC and the WebWare profiles ever be combined so we truly have a SSO to HP support site?
Answer:	We currently have no plans in place but will evaluate this as a potential solution.
Question:	I have only one corporate mail id and would like to create additional login; should I use my personal mail id?
Answer:	We recommend that you acquire an additional company e-mail address.
Question:	Rather than requiring users to delete spaces in the SAID and the email search field, has HP considered removing them programmatically?



HP Passport Profile	
Answer:	HP SSO will automatically delete the spaces
Question:	Where can one go if they do not remember their passport id and password?
Answer:	Select the Sign in with HP Passport link on HP and select forgot User Id and Forgot Password.
Question:	It's it going to be possible to save your password at login? Now we have to re-enter it every time (in IE).
Answer:	For security purposes, each customer is required to enter in their password each time they log into the support site.
Question:	Should I register my HP 9000 server SAIDs in both SSO and ITRC? What's the difference?
Answer:	Register your HP 9000 server SAID on ITRC.
Submit a Support Case	
Question:	How many persons can be related to a SAID??
Answer:	Unlimited; there are no restrictions.
Question:	You've already said there's a backlog on investigating entitlements. What do you propose we do in the mean time to actually do our jobs?
Answer:	We have provided the ability for users who may not have their SAIDs to submit a case via the web. Temporarily, customers experiencing problems can submit a trust case. Please note that trust cases are not viewable on the web until the SAID problem has been resolved.
Question:	Why does "submitting a support case" sometimes bomb out and not get submitted, causing you to have to reenter the data?
Answer:	We apologize for the problems you are experiencing. We are aware of this intermittent problem and are working to resolve it.
Question:	What Case severity would be used for a Question: that is not based on a problem?
Answer:	Severity Level 4
Question:	What happens in submit case if you use an email address that is not associated to a passport account?
Answer:	The case ID information will be sent to the e-mail address that you have entered in the case submittal process.
Question:	Is the 'attachment' feature currently working? It's failed every time I try with small attachments.
Answer:	We are aware of intermittent problems and a solution is being developed.
Question:	Why doesn't the auto generated email give any information about the support case, neither subject nor details; it only provides the case ID and other non-relevant information?
Answer:	We have enhancement requests in to modify the auto-email response to provide more pertinent details.
Question:	What if someone is not able to submit support case from the site?



Submit a Support Case	
Answer:	Please call your local support center. The number can be found at: http://support.openview.hp.com/contact_list .
Question:	How can I see more than 4 SAIDs in the dropdown list in submit a support case?
Answer:	Add more than four SAIDs to your HP Passport profile.
Question:	Where can I find the sub-product info?
Answer:	Please refer to the help file on the Submit a Case page for details on the sub-product field
Question:	We want to attach pictures (screenshot) jpg/bmp to calls. Is this going to be enabled?
Answer:	We currently do not support jpg/bmp but will evaluate additional file types in future releases.
Question:	When a case is submitted, where does it go to? How is it prioritized?
Answer:	Cases are routed to a support product specialist. It is prioritized based on the severity level that a customer selects when logging the case.
Question:	I need to have email sent to 2 email addresses; how do I enter an additional email address so that notifications are sent to both during updates to cases? The following syntax does not work (joe@email.com; jim@email.com)
Answer:	HP SSO presently only supports one e-mail address. We are considering supporting multiple e-mail addresses in a future release.
Track & Edit a Support Case	
Question:	Can we track support cases which have been created by another person?
Answer:	You can track support cases created by another person if that person is using the same SAID to log cases. Instructions on how to find cases for a specific SAID are included in the customer training material. http://support.openview.hp.com/pdf/HP_SSO_Customer_Training_Virtual_Classroom.pdf
Question:	How can I set the page so I can view all my tickets and filter them as per their status?
Answer:	Please refer to the customer training material for selecting your search criteria for finding and editing a support case. http://support.openview.hp.com/pdf/HP_SSO_Customer_Training_Virtual_Classroom.pdf
Question:	If a case is addressed by the Tech rep, can we get an email that a solution has been posted?
Question:	When I submit a request and select "email" as my preferred contact method, I either receive no contact at all, or am contacted by phone. When will this issue be resolved?
Answer:	This is a process issue that is known and is being reviewed. We will be implementing changes in the near future.
Question:	How do we search a case by case ID?



Track & Edit a Support Case	
Answer:	Customers can only search by SAID or e-mail addresses. To ensure customer data privacy, this feature was removed.
Question:	Any plans on using RSS as a mechanism for customers to quickly see case status?
Answer:	Due to our recognition of customer privacy and system security, we do not use RSS as a distribution mechanism.
Question:	I want to see my support cases grouped by product not by your backend identifier (SAID). Can this be done?
Answer:	We currently do not have this search option. This will be taken into consideration for future enhancements.
Question:	Can we reopen a closed case?
Answer:	No, you cannot open a closed case.
Question:	What is the frequency that open cases are updated? How can a customer tell that work is being performed against the case?
Answer:	Select Find & Edit a case to get the most recent updates to your support case.
Question:	Is it possible to Update the Status of a Ticket? I have raised a Ticket which is still set to PENDING_CUSTOMER even after I have responded to the same
Answer:	If your Ticket is remaining / stuck at the "Pending Customer" status, please call the Customer Support Center. That team can work with and address any necessary status changes.
Question:	How do we retrieve attachments sent to us by HP Support in the support website? I had a test application sent to me, but I am not able to find an option to download it in the website.
Answer:	Customers can upload attachments. Allowing customers to download attachments is not a current offering. We anticipate having this functionality in a future release.
Question:	I've selected the "Have a Support Engineer contact me" checkbox, and nobody has contacted me. Is there truly a purpose for this checkbox?
Answer:	Yes. The support team is working aggressively to address each case. If this box is checked, the team is tasked with contacting you and will do so.
Question:	How can I change my case owner?
Answer:	Request an alternate contact when updating a case. Provide alternate contact information
Question:	Find and edit a case does not work when the case is invisible from the website - emails are needed during this period of support pain.
Answer:	Trust cases will not be visible to the customers to protect customer privacy. If it is not a trust case problem, please phone your local support center to have this problem reviewed.
Question:	Can you select ALL statuses under "**Cases with status" or do you have to search one status at a time?



Track & Edit a Support Case	
Answer:	You can select all case types to search on.
Question:	When I track my support cases the only cases displayed are closed. I then have to search for open cases. Is anyone else seeing this issue?
Answer:	Please refer to the training materials for Track & Edit a support case. The initial case search option is set for case status equal to 'open'. To modify this selection, select the appropriate search criteria for case status to view. http://support.openview.hp.com/pdf/HP_SSO_Customer_Training_Virtual_Classroom.pdf
Question:	We see cases updated only "SSO" when we submit them, which means that when more than one person updates ticket from our team we cannot tell who did it. Can we have the case updated to show the HP userid who submitted the last update?
Answer:	We are aware that when a case is updated by someone other than the case submitter, this information is not visible. We are pursuing a solution to correct this.
Question:	What if you want to see a case other than the most recent three?
Answer:	Select Track support case from HP SSO home page. Select Find & Edit case or View list of support cases to see additional cases. Please refer to the training material for Find & Edit a case to learn more about searching for support cases. http://support.openview.hp.com/pdf/HP_SSO_Customer_Training_Virtual_Classroom.pdf
Question:	I want to be able to search based on all my companies SAIDs at once.
Answer:	Searching by multiple SAIDs is not a supported feature on HP SSO. We will consider this as an enhancement opportunity for future portal releases.
Question:	We are unable to see tickets created by others using the same SAID.
Answer:	Please review the training material for Track and Editing a case. Delete the e-mail address and search by only using the SAID of choice. http://support.openview.hp.com/pdf/HP_SSO_Customer_Training_Virtual_Classroom.pdf
Question:	Will we need to continue checking the site for updates even if it is a production down sev1?
Answer:	It is recommended that you continue to check the site for updates.
Question:	If I have more than 5 attachments, can I go back in later to the edit a case page to submit additional attachment(s)?
Answer:	The limitation is 5. If there is a need to send more than 5, please work with your assigned engineer for assistance.



Patches	
Question:	When searching for product patches, pretty much all attributes visible prior to download are null. This is not helpful when determining whether a patch is applicable, and results in a download of up to several hundred MB just to find that it's not appropriate. What's being done about this?
Question:	When I tried to find the patches for QC, I could not locate them and had to have support send them. Where do I find them on my own?
Question:	Why does the OpenView patch web site not get the correct information about the patches? Example: If I want to search a specific version of an OVO patch, such as A.08.17, I put in these search words and I couldn't get any patches.
Answer:	We are working to resolve problems with finding patches. Please contact your support center for assistance. Please refer to the Patch section of the training material for known problems for patches. http://support.openview.hp.com/pdf/HP_SSO_Customer_Training_Virtual_Classroom.pdf
Question:	It's not possible anymore to search for patches that are superseded. We can only access them with links in the newest patch. Is this going to change?
Answer:	We are aware of this issue and are currently pursuing a solution.
Discussion Forums	
Question:	How can I access discussion forums?
Answer:	For legacy Mercury discussion forum articles, Advance Self Solve – select discussion forum as a document type. HP Mercury software discussion forums (active/live) will be available in the coming weeks.
Question:	Do you have discussion forums as we use to have in Mercury site?
Answer:	Discussion forums for our HP Mercury Software customers will be available in the upcoming weeks.
Partners	
Question:	For http://www.hp.com/software/partner , what "Access Code*" should we enter in order to make our SSO profile able to access the partner's site? (Our Mercury partner's ID or MPN does not work to fill this field.)
Answer:	No, partners are assigned a unique SAID and our customers have SAIDs. The only way for partners to link to their customer information, a partner would need to add their customer's SAID into their HP Passport Profile



Software Update Manager	
Question:	When attempting to use the itrc.hp.com website, the ID I provide does not work. I attempt to register but it advises me that I'm already a user...when trying to reset the password; it advises me that my ID does not exist.
Question:	The password reset does not work. I don't know the ITRC user id, just the email address and pw reset still doesn't work.
Answer:	Receiving an error like this indicates that your SAID has already been successfully linked to a support contract in SUM or that an attempt was made to link and some residual connections are creating this error. A technical expert from ITRC needs to assess any linkage problems in SUM associated with your SAID and correct the linkage. Please send an email to the ITRC team at itrc.support@hp.com describing the error you experienced so a technical expert can respond to you and correct the error.
Question:	I've been waiting to get download for TD update but the support is unable to give it yet. How come there is no access to product update downloads for the existing customers?
Answer:	TD for QC 9.2 and TD for QC back loading are available on SUM. If these products are not displayed when you log onto SUM or if you are looking for a different version of TD we need to investigate your contract. Please choose 'Investigate Contract' from the 'Check Entitlement' link on HP SSO to have your SAID problem resolved.
Question:	We used to receive new license keys within 24 hours under Mercury, what is the SLA for receiving New License Keys on this new HP SSO process
Answer:	Our goal is to issue licensing key within two business days of receiving the request
Question:	We need to upgrade to Quality Center 9.2 and will have to use the website to get downloads. What is the best way to make sure we can get the downloads quickly?
Answer:	<ol style="list-style-type: none"> 1) From HP SSO (Software Support Online) home page, select Software updates from the 'I want to go to...' box, then click on the arrows to the right, to take you to Software Update Manager website. 2) First read both training documents available on the Software Update page: Software Update Manager SAID Linking Training and Software Update Manager (SUM) User Guide 3) For the initial set up, please follow Software Update Manager SAID linking process. The objective is to link your SAID to your new account. 4) Then, you can follow Software Update Manager User Guide for ongoing update/upgrade access. 5) Once you have downloaded the product, you must request the license key for that HP-Mercury product(s) by following steps 6 and 7 below. 6) Submit a support case under the "Non-Technical/business" section, and selecting the "Licensing" problem category. 7) You will then enter your licensing request info as requested in that process. 8) You will receive your upgrade license key via email.



Manuals	
Question:	Why is an HP Passport required for access to the manuals now?
Answer:	It provides a necessary level of security for product information.
Question:	Why is a Search button/process required now?
Answer:	An enhancement on the new Manuals web site is the ability to search for key words or error messages within a set of manuals. This additional feature requires the Search button/process.
Question:	How do I find the specific documentation set associated with my product?
Answer:	Select the appropriate product, version, and operating system. Do *not* enter any keywords. Click the Search button to retrieve the documentation set. The default set displayed is in English. If you are looking for documents in a different language, select the desired language from the list available at the top of the results list.
Question:	How can I easily get to the product I want without having to scroll down through the huge products list?
Answer:	<p>If you have a support contract / SAID, you can select the "Show only my products" check box and only those products for which you have support contracts will be displayed.</p> <p>If you do not have a support contract / SAID, you can use an alphabetical quick-jump to get near the right place. Wherever you are in the products list, click on any product to activate the product field, then type the first character/letter of the product name. You will be transported to the first product in the list beginning with that character.</p>
Question:	Why is the Language selection in the results area instead of on the UI?
Answer:	This was the most efficient way to implement language selection from a technical perspective. Moving it to the main UI is on the list of desired future enhancements
Question:	Why does the results counter number not match the number of items displayed in the results list?
Answer:	The results counter tallies results for all languages but displays only the English subset by default.
Question:	Why are Product, Version, and OS all required fields?
Answer:	The purpose of the Manuals site is to provide or search within discrete documentation sets, specific to a product/version/os release. For more global search purposes, use the Advanced Self-Solve knowledge base web site.
Question:	Why are some documents missing?
Answer:	Data migration and mapping is complex and there are still some manuals missing as a result. We have been working persistently to solve these. If you discover any missing manuals, please let us know by writing to supportautomation@hp.com so we can investigate.
Question:	How will the keyword search work on localized manuals?
Answer:	The search will look for exact matches for the word(s) entered. It will not translate a given word into other languages for search purposes.



General	
Question:	I understand HP is in the process of fixing issues during the migration of Mercury over to their site. Is it possible to just turn Mercury Knowledge Site back on while HP is fixing the issues?
Answer:	That is not possible. We are moving forward with the consolidated portal and toolset.
Question:	Does HP SSO replace itrc.hp.com?
Answer:	No. ITRC is a support website for other HP products.
Question:	How do I find out what my replacement will be for OVIS?
Answer:	Log a support case and ask your OVIS support engineer for the replacement plan.
Question:	As an organization we want to limit access to some of these features for the majority of our staff, i.e. downloading patches, as this is managed centrally. How can this be done?
Answer:	This type of limited access cannot be managed by HP.
Question:	Are you going to e-mail us the link to the FAQ for this class?
Answer:	No. The information will be posted and available on HP SSO
Question:	Can SSO be customized to show a user's products only?
Answer:	Certain features (Advance Self Solve, Patches and Manuals) on HP SSO are available to reflect the customer's products that they have active support contracts/SAID for. Customers must have their SAIDs linked to their HP Passport Profile to enable this feature.
Question:	Does the SSO site allow one to manage both software contracts and hardware contracts concurrently?
Answer:	HP SSO does not have this as an available feature.
Question:	Where can we download the installables, patches for Mercury products like QC, QTP, Sitescope, Performance center, etc?
Answer:	For software updates, please access Software Update Manager: http://support.openview.hp.com/software_updates.jsp . For patches, please use the Software Patch link on HP SSO.
Question:	Can I set up to get product alerts for just QTP and QC (like I could on the Mercury site)?
Answer:	No, this feature is currently not available on HP SSO. Customers can select E-mail notifications to get proactive alerts for product patches and updates to Enhancement Requests. We will consider product alerts in future releases of HP SSO
Question:	Have you updated Mercury documentation to no longer refer to Mercury KB articles?
Answer:	We are actively working on cleaning up our software documentation.
Question:	The presentation covered cases, but how do we create and track Enhancement Requests?
Answer:	Select Enhancement Requests located on HP SSO's home page under Problem Reporting to create an enhancement request.