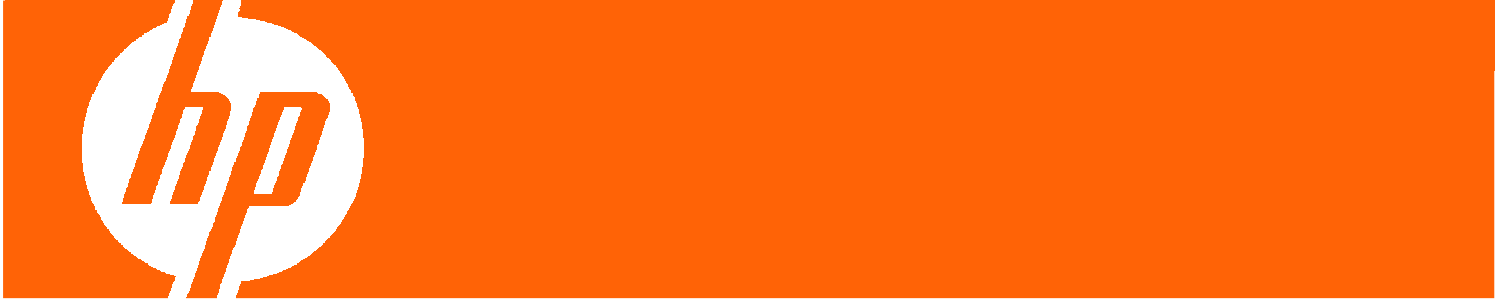


HP Software Support Online Enhancements



HP Software Support Online Your One Stop Resource to HP Software Support

We are excited to announce the launch of a new and improved HP Software Support Online (SSO) portal. We enhanced HP SSO to better assist you with optimizing your HP Software investment. HP SSO will continue to be available around the clock (24x7) allowing you to take advantage of a variety of tools to self-solve and log support cases*.

New features:

- New HP Passport log in process
- Option of personalizing information
- Improved self-solve search engine
- Attaching files when submitting a case
- Requesting engineering assistance

New log in process for case submittal and product manuals

In order to submit a case online, you will still need your support contract's Service Agreement Identifier (SAID) as part of your HP Passport account. If you have multiple support contracts, please make sure that you have all SAIDs listed. The new case logging feature in SSO will allow case submittal for HP Software products covered by your support contract. If the product is not part of the contract, you will no longer

be able to submit a case. This new feature will expedite your case handling by providing the engineer with the support contract information needed to address your call more efficiently.

To add an SAID to your HP Passport account by following these steps:

1. Click on "Check entitlement" in the upper right corner
2. Log in using your HP Passport account
3. Enter you SAID(s) into the box and click "Enter"

To review product manuals you will be asked to log in using your HP Passport account.

Personalizing your information

You now have the option to specifically view advance self-solve, patches and manuals for HP Software products covered by your support contract. If you wish to learn about other HP Software products, you can deselect the "Show only my products" box and view information on any of our HP Software products.

Show only my products

Improved self-solve search engine

Save time performing searches by accessing our knowledge base for technical solutions, manuals, patches, and more. Each search function on SSO now allows a search by key words, questions, or document identifiers and to further refine the search by selecting the 'All Words', 'Any Words' or 'Search for Exact Match' features. You can sort results by title or date of documents. In Advance Self-Solve you can search for detailed product information on a particular HP Software product.

Attaching files during case submittal

You asked for it and we listened! You can now upload files when creating, editing and updating a case to share information with your assigned support engineer. For security reasons, .zip, .gz and .tar files are allowed. You can attach up to 5 files per support case, up to 10MB per file, and up to 20 MB total. We recommend that you attach a file by updating your case from Find/Edit to ensure a positive web experience and successful case submittal.

Request call back

While updating a case using the 'Find/Edit' or 'Update Case' features, you now have the option of requesting a call back from your assigned support engineer. Simply check the 'Have a Support Engineer contact me' box to request a call back.

Have a Support Engineer contact me?

* Response Times for cases submitted after hours will depend on the level of support of your HP Software support contract.