



To: HP Software Support Customers
From: HP Software Support
Date: June 10, 2008
Subject: Update on visibility of closed incident history records from legacy Mercury and Peregrine systems

The purpose of this communication is to provide an update on the availability of closed incident information from legacy Mercury and Peregrine case management systems. HP teams are in the process of completing the work to make the incidents for the previous two years visible on the Software Support Online (SSO) portal.

Starting next week and continuing over the summer, legacy incident data will be mapped to your current Support Agreement Identifier (SAID) and become visible on the SSO portal. The data will be migrated in batches which will result in a growing number of incidents becoming visible daily.

The legacy data was extracted from multiple instances of the Mercury and Peregrine incident management systems. To ensure data privacy is maintained, HP has permanently excluded records that did not meet strict criteria that permitted an exact match of legacy records to current contract information. Records meeting the following criteria have been excluded and will not be mapped to existing contracts:

- Records that used a shared case identifier for SiteScope support in the Mercury incident management system
- Records where the legacy product did not have a matching product corresponding in the HP Contracts system
- Records where there is no company recorded on the incident

The SSO portal is currently unable to offer the option to view or download attachments submitted on legacy portals or through the SSO portal itself. HP is working to provide this functionality and will provide status updates as information becomes available.

As the mapping is completed please review your legacy incident history. If you feel you have missing or incorrect legacy incident records, submit a non-technical incident via the Software Support Online portal:

1. <http://www.hp.com/go/hpssoftwaresupport> you will need to log into the portal using your HP Passport credentials
2. Select "*Problem Reporting*" from the left navigation bar
3. Select "*Submit support case*"
4. Select the "*Non-technical/business*" radio option on the right of the screen
5. Select "*Website Functionality*" from the "*Problem Category*" list
6. Select the correct SAID from the list, complete the case submission screen prompts, and provide the details for your issue

HP will research the issue and respond.

HP is committed to providing you the best software support experience in the industry. Thank you for your patience and understanding as we have completed this work as one step in delivering to that goal.

HP Software Support

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