



## HP Software Services



To: HP Software Customers  
From: HP Software Services  
Date: April 30, 2009  
Subject: Your new SAID for HP Software Support

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Dear Sir/Madam:

HP is altering the way we process, manage and administer contracts to enable us to further improve the customer support experience within HP Software. As part of this improvement plan, all combined HP Hardware and HP Software contracts will be separated. As part of separation the Terms & Conditions of your contracts will remain unchanged.

Creating separate contracts for HP Software products and managing them within HP Software will ultimately enable us to serve you better by having a dedicated team of software specialists to work with you. It will also give you greater control in managing and tracking your software assets and improve visibility into your IT compliance and associated risks.

### **We are contacting you as your HP Software Service Agreement ID (SAID) has changed**

We were unable to determine an exact match of your email address to the company name. To ensure privacy of our accounts we have not sent your new SAID in email.

If you can reply to this email from your company email address, we would be happy to supply you with your new HP Software SAID. Otherwise you may contact your Purchasing Agent for your new SAID as it has been sent directly to them

The HP Software SAID is an identifier for your support agreement with HP. Your SAID is required and provides you access to secured areas of HP Software Support Online (HP SSO) around the clock, 24/7. HP SSO provides a comprehensive suite of resources and tools to assist you in better managing your HP Software infrastructure - extensive knowledge base for self-solve, online product manuals, patch downloads, product update downloads from Support Update Manager (SUM) and electronic support case submission. Please keep your new SAID available, as you will need it to register and obtain access to HP SSO. Also, please cascade this message to anyone in your organization that needs this information.

### **Important facts**

#### **HP Hardware Contract**

Your existing Service Agreement ID (SAID) for hardware support will remain the same.

#### **HP Software Contract**

Upon each contract renewal, you will receive a new Software Service Agreement ID (SAID) for your HP Software products. Every effort will be made to minimise the number of HP Software SAIDs you receive.

Your software SAID entitles you to log HP Software support cases, gain access to the knowledge base and download software updates. It also gives you access to a dedicated team of specialists for all your HP Software support product needs and questions. You will be required to link your new SAID to your HP Passport and update your profile in ITRC to receive software updates. For assistance please refer to the attached guide.

Please note that while contracts for Business Technology Optimisation (BTO) and Business Information Optimisation (BIO) software will be separated at the time of renewal, there are some software products closely related to Operating Systems and hardware (specifically HP GlancePlus/GlancePak, HP Storage Jointware, and various OpenCall software solutions) that will not be separated.

### Support Agreement

As the contract terms and conditions will not be affected, your existing Support Agreement will remain unchanged.

### Useful Information

Attached is a list of questions, answers and useful information to assist you throughout this process. Please forward this information to all individuals within your organisation who are responsible for HP Software and software support.

We believe this process will enable us to help you to be more successful. Once your software contract is managed by HP Software, we will have the information necessary to counsel you on the most appropriate software support solutions to meet your needs and offer you tailored software services packages based on your specific environment, maximising the effectiveness of your implementation.

Should you have any questions regarding this change to your hardware and software contracts, please contact your HP Renewal Sales Representative.

Sincerely,

**Signature**

### SAID and HP Passport FAQ and Quick Reference

To ensure your registration on HP Software Support Online (SSO) is quick and easy as possible, we have created the following FAQ to use when you are creating your new HP Passport account

<b>Do I need an HP Passport?</b>	All customers need to register for a HP Passport account.
<b>What is an HP passport?</b>	HP Passport is a "single sign-in" service that enables you to use a single user Sign in and password. This tool allows you to define you user id and password and functions on all HP Passport enabled web sites and services. These tools include, but are not limited to the knowledge base, proactive notification via e-mail subscriptions, online support. For more information, please go to: <a href="http://www.managementsoftware.hp.com/news/passport_faq.html">http://www.managementsoftware.hp.com/news/passport_faq.html</a>
<b>How do I get an HP passport?</b>	Go to: <a href="http://www.hp.com/go/hpssoftwaresupport">www.hp.com/go/hpssoftwaresupport</a> . Select "Register" at the top of the page.
<b>What is a SAID?</b>	Service Agreement Identification Number. This 12-digit number is found on the Support Account Detail printed on the contract documentation and must be used to verify support and entitlement. This is the one and only value that must be used to access support. The entitlement associated with your old SAID will no longer be current, so it is important to add your new one to your HP Passport.
<b>Where can I get help with my SAID?</b>	If you are experiencing difficulty using your SAID number, please follow the online steps to allow us to research your contract and provide you with a valid SAID at <a href="http://www.hp.com/go/hpssoftware/entitlement/investigation">www.hp.com/go/hpssoftware/entitlement/investigation</a> . You will only need an HP Passport login to submit this form.

<p><b>How do I associate my SAID and passport? I have multiple SAID numbers; which one do I enter in my HP Passport</b></p>	<ol style="list-style-type: none"> <li>1. Once you create a HP Passport account, Access HP SSO <a href="http://www.hp.com/go/hpssoftwaresupport">www.hp.com/go/hpssoftwaresupport</a></li> <li>2. Select "Check Entitlement", (located under 'I want to go...)</li> <li>3. Log on with your HP Passport information</li> <li>4. Enter your SAID in the box indicated,</li> <li>5. Select the "Add" button, and (<i>Repeat <b>steps 4-5 for multiple SAID numbers</b></i>) then,</li> <li>6. Once you've completed step 5, your HP Passport profile will automatically be updated and ready for use. You <b>MUST</b> have a SAID associated to your account to be able to create cases on HP SSO. Note: Only contracts containing HP Software products can be linked to your HP Passport profile.</li> </ol>
<p><b>How do I create or update a case?</b></p>	<p>You can create cases online at HP SSO (PREFERRED METHOD): <a href="http://www.hp.com/go/hpssoftwaresupport/casemanager/submitcase">www.hp.com/go/hpssoftwaresupport/casemanager/submitcase</a></p> <p>Or by phone: <a href="http://www.hp.com/go/hpssoftwaresupport/contact_list">www.hp.com/go/hpssoftwaresupport/contact_list</a></p> <p>If you experience difficulties with your SAID and need technical support, you can create a <i>trust case</i> by phone or web. To Log a <i>trust case</i> from HP Software Support Online, select <i>Submit a Case</i>. Please note that while your SAID is being corrected, you will not be able to view a <i>trust case</i> until your SAID problem is resolved.</p>
<p><b>How do I call support if I can't log a case on the web?</b></p>	<p>Find a telephone number for HP Software Support in your country at <a href="http://www.hp.com/go/hpssoftwaresupport/contact_list">www.hp.com/go/hpssoftwaresupport/contact_list</a></p>
<p><b>How do I link my profile in ITRC?</b></p>	<p>Software Update Manager (SUM) is housed within the ITRC online tool. To continue to receive your software updates, your Software System Manager will need to link the new SAID(s) to their ITRC login.</p> <p>Detail on this and other SUM processes can be found in the SUM User's guide found at: <a href="http://support.openview.hp.com/pdf/sso/index.html">http://support.openview.hp.com/pdf/sso/index.html</a></p>

**Quick Reference Matrix**

To help you navigate HP SSO, we have created a quick reference matrix for commonly accessed sites. Additional sites and information can be found on the main HP SSO page at <http://www.hp.com/go/hpssoftwaresupport>.

<p><b>Register for online support</b></p>	<p><a href="http://www.hp.com/go/hpssoftwaresupport">http://www.hp.com/go/hpssoftwaresupport</a></p>	<p>Click on "Register" at the top of the page to obtain an HP Passport ID.</p>
<p><b>Portal Training</b></p>	<p><a href="http://support.openview.hp.com/pdf/sso/index.html">http://support.openview.hp.com/pdf/sso/index.html</a></p> <p><a href="http://support.openview.hp.com/pdf/HP_SSO_Customer_Training_Virtual_Classroom.pdf">http://support.openview.hp.com/pdf/HP_SSO_Customer_Training_Virtual_Classroom.pdf</a></p>	<p>These links include a recorded training session and a PDF of the training slides.</p>

<b>Knowledge Search</b>	<a href="http://www.hp.com/go/hpsoftware/advance-self-solve">http://www.hp.com/go/hpsoftware/advance-self-solve</a>	A comprehensive knowledge data base where you can search for Software information needed to manage your business. An HP Passport ID is required to access this area of the site in addition to a valid contract/SAID.
<b>Submit an Electronic Support Case</b>	<a href="http://www.hp.com/go/hpsoftwaresupport/casemanager/submitcase">http://www.hp.com/go/hpsoftwaresupport/casemanager/submitcase</a>	Electronic support case submission. An HP Passport ID and valid contract/SAID are required to access this area of the site.
<b>Discussion Forums</b>	<a href="http://forums1.itrc.hp.com/service/forums/familyhome.do?admit=-682735245+1156832399827+28353475&amp;familyId=121">http://forums1.itrc.hp.com/service/forums/familyhome.do?admit=-682735245+1156832399827+28353475&amp;familyId=121</a>	Discussion forums focused on HP management software and associated system management tools for servers. You are required to obtain an ITRC login for this site.
<b>Patches</b>	<a href="http://www.hp.com/managementsoftware/patches">http://www.hp.com/managementsoftware/patches</a>	An HP Passport ID is required to access this area of the site.
<b>Obtain Updates to HP Software</b>	<a href="http://www.hp.com/go/hpsoftwaresupport/software_updates">http://www.hp.com/go/hpsoftwaresupport/software_updates</a> Training located at: <a href="http://support.openview.hp.com/pdf/sso/index.html">http://support.openview.hp.com/pdf/sso/index.html</a>	Software Update Manager (SUM) is the electronic notification and delivery mechanism for Software Update Support customers. You are required to obtain an ITRC login for this site.
<b>Manuals</b>	<a href="http://www.hp.com/go/hpsoftware/manuals">http://www.hp.com/go/hpsoftware/manuals</a>	An HP Passport ID is required to access this area of the site.
<b>Customer Connection</b>	<a href="http://www.hp.com/go/swcustomerconnection">http://www.hp.com/go/swcustomerconnection</a>	Allows easy navigation to: online training and update webinars, submit enhancements directly to HP product management, participate in surveys and focus groups to drive HP direction
<b>Email Notifications</b>	<a href="http://www.hp.com/managementsoftware/emailReg">http://www.hp.com/managementsoftware/emailReg</a>	Sign-up for notification to patches or enhancement request updates!
<b>Support News and Alerts</b>	<a href="http://www.hp.com/managementsoftware/servicenews">http://www.hp.com/managementsoftware/servicenews</a>	Stay up to date on the latest news from HP Software regarding our products and support!
<b>Ask a Support Contract Question</b>	<a href="http://www.hp.com/managementsoftware/contract_maint">http://www.hp.com/managementsoftware/contract_maint</a>	Your HP Software Renewal Sales Representative will be able to assist you with renewing or making changes to your support contract or you can request assistance

online.

Technology for better business outcomes.