

## Newsflash : New *Support Case* look-up functionality within Software Support Online (SSO)

On June 28, HP Software released a new *Support Case* look-up functionality within Software Support Online. This functionality allows HP Software customer with a valid support contract to perform standard or advanced filtered search for:

- Individual ticket numbers
- Support cases associated with a SAID
- Support cases submitted by one person

To review and use this functionality; select: [Track Support case](#).

**» Case manager**

- » [Submit a new case](#)
- » [Advanced case search](#)
- » [Check entitlement](#)
- » [Feedback](#)
- » [Help](#)

Related links:

- » [Support home](#)
- » [Self-solve search](#)
- » [Software patches](#)
- » [Enhancement requests](#)
- » [Product manuals](#)
- » [Discussion forums](#)
- » [Self-healing services](#)

» [Site map](#)

**Welcome,**

Use this web site to submit a support case online directly to an experienced engineer. View your current cases and document interaction with your assigned engineer.

- » [Submit a new case](#)
- » [Advanced case search](#)
- » [Check entitlement](#)
- » [Feedback](#)
- » [Help information](#)

**Self-help tools**

Use these tools to help solve problems you have prior to submitting a support case.

- » [Self-solve search](#)
- » [Software patches](#)
- » [Product manuals](#)
- » [Discussion forums](#)

**Cases submitted by me**

This table shows the open support cases submitted by me sorted by modified date. Select support case ID to view case or add a comment to that case.

**E** Indicates an escalated support case.

» [Advanced case search](#) » [All cases for my SAID\(s\)](#) » [Cases submitted by me](#)

**» Case manager**

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- » [Help](#)

Related links:

- » [Support home](#)
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» [Site map](#)

**Search for Case ID** [Help](#)

Enter a Case ID to retrieve a specific case. Select "retrieve case" button to start the search.

Case ID:

**Find support case(s) by criteria** [Help](#)

Choose the following criteria to return a list of support cases. Click the "retrieve cases" button to start the search.

\* = required fields

\*Cases with status:

Open  Suspended  
 In progress  Closed

Cases submitted by:

Submitted by me  All submitters  
 Other  (i.e.: name@company.com)

\*Cases for SAID:

Severity:

Product:   
(When searching for Non-technical cases, product should be set to "No products(Non tech cases)").

Cases submit date from:   (Format: mm/dd/yy)

Cases submit date to:   (Format: mm/dd/yy)