

HP CMS OSS Software customer support handbook



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Welcome to HP CMS OSS Software Support

HP Operations Support System (OSS) solutions help communication service providers solve business problems related to managing their customers' experience and the operations of network and services through optimizations targeting organizations, processes and software tools:

- Operations Support System Fulfillment Solutions
Streamline and automate processes for customer orders, activation and change management
- Operations Support System Assurance Solutions
Assuring quality of the services delivered to end customers

Hewlett-Packard's CMS OSS Software Support team is committed to ensuring your success. This handbook provides guidelines and reference materials that will allow you to maximize your HP CMS OSS Software investment. It has never been quicker, easier, or more convenient for you to access our world class service.

While this handbook provides important information on almost everything you need to know about HP CMS OSS Software Support Services. For your convenience, please find a one page overview in the form of a Quickstart Guide in the Appendix.

Some restrictions may apply or processes may vary depending on your HP CMS OSS Software product, especially in cases of a third party software product. We try to highlight any differences between HP and third party products and processes in this handbook.

The HP CMS OSS Software Solutions Community, is your place to network, learn, and participate via forums, events, blogs, and more.

Delivery of support is governed by HP CMS OSS Software Support's data sheets and your individual support agreement with HP (collectively the "Agreement"). To the extent that there are any differences between the Agreement and this handbook, the Agreement shall govern.

About HP CMS OSS Software Support

HP offers customers direct, high-quality, responsive technical support. We strive to create a support environment that provides the information you need more quickly, resulting in uptime maximization, availability, and increased revenue generating potential in your environment. HP is dedicated to resolving your software product issues and helping you gain the most value possible from our product solutions.

HP CMS OSS Software Support brings a unique perspective built from serving thousands of HP CMS OSS Software customers for many years. Our Support team consists of experienced engineers with skills in HP CMS OSS Software technologies, as well as multi-platform environments.



HP CMS Support options

HP CMS provides a set of support levels designed to address your specific needs. Our support levels are backed up with a consistent experience and processes to access global technical support. The HP CMS support services portfolio is composed of:

Reactive Product Support Services

9x5: For non-critical environment.

Our 9x5 support level focuses on non-critical environments where rapid response is not necessary. HP CMS support is available between 8:00am and 5:00pm, local time on business days, excluding local bank and public holidays. Response is based on the location of your support contract. 24x7 access to knowledge base and self-solve, patch downloads and product updates) is still available.

24x7: When your business requires constant uptime and rapid problem resolution.

Available 24 hours per day, Monday through Sunday, 365 days per year, with prioritized support response.

- Technical incident prioritization for support giving you fast access to HP CMS support expertise
- Priority routing and handling for quicker resolution
- Coordination with 3rd party vendor if needed

Important reference information

Use this page to keep track of important information specific to your licensing and support agreements with HP.

My HP order number

Your HP Sales Order number is the identifier used for licensing related activities.

My support agreements

A Service Agreement ID (SAID) is your unique support identifier with HP. The SAID is required when contacting HP with questions and for accessing technical support. If you need to log a case and have not received your SAID, please visit support.openview.hp.com/entitlement/contracts and select "Investigate contract" from the left hand menu. If available, please provide your HP Order Number and company name when logging the case, to ensure a quicker resolution. If you have an existing SAID and want to inquire about a support contract, please log a non-technical case at support.openview.hp.com/casemanager/newincident and select Problem category "Investigate support contract" in the pull-down menu. Both links require an HP Passport account.

Important Reference Information:

My internal order number/project name:	My HP Order Number(s):	My Service Agreement ID(s):

Managing your support relationship with HP

HP Passport account

Customers need to log into HP Passport to use various tools, for example Webware and My Updates.

Creating your account

To create a new HP Passport account, follow these easy steps:

- Go to the Software Support Online (SSO) website: support.openview.hp.com
- Click on “Register” at the top of the screen.
- Create a User ID and Password of your choice.
- Enter all required information.
- Please take the time to complete your entire HP profile because it is used for a variety of different HP websites. To do this, click on “Optional Contact Information”.

HP recommends that each user of Software Support Online creates a separate HP Passport User ID under their own personal name. This helps to ensure that case communications are routed to the correct person.

Sign-In

Customers with an existing HP Passport account can sign in by clicking on “Sign-in with HP Passport” next to “Register”.

- If you forgot your User ID or Password or receive an error message when attempting to log in, please click on “Forgot Password” or “Forgot User ID”.
- Once signed into HP Passport, you can edit your profile at any time by clicking “Edit your profile” at the top of the page.

Linking an SAID to HP Passport

In order to access additional content, such as advanced self-solve, you will need to add your support contract’s SAID.

- First log into HP Passport.
- Then click on “Edit your profile” link at the top of SSO webpage.
- Click on “Edit system handle/SAIDs” link.
- Enter SAID number in box under “Add a contract to your profile”, then click “Add”.
- You will see any contracts that are already part of your profile.

For more information, visit the SSO tutorial at: support.openview.hp.com/pdf/sso/index.html.

Licensing information

Implementation of product – obtaining your permanent license key

Once you have purchased HP CMS OSS Software products, your support relationship begins with HP. Your initial set of media or License to Use (LTU) products will be delivered to your company as either a physical shipment or an electronic delivery, depending upon the type of delivery you have selected. Many of the HP CMS OSS Software products are secured and you will need to request a license key in order to unlock the bits. If the product is secured, you will receive an Entitlement Certificate that will provide information regarding how to request and obtain the corresponding product license key. If the product is unsecured you will receive a Right-to-Use Certificate.

Most HP CMS OSS Software products ship with an “instant on” capability to enable you to implement your product for 60 days. Upon expiration, you will be prompted to deploy your permanent license key. A license key is a string of characters that gives you access to the full functionality of the software. This license key could be tied to a specific system ID. If the product you purchased is secured by a license key, you have a number of options for retrieving the license key.

Note

Your HP order number is required each time you request a license key. The HP order number can be found on your License Entitlement Certificate included in your product shipment.

For the majority of products that do not ship with ‘instant on’ capability, customers will receive a temporary license key that can be used immediately, while the perpetual key request is being processed. The perpetual key should be available approximately two business days after successfully completing the license key request.

License management*License moves*

In the event that you need to move your license to a new or different piece of equipment, you can do so easily online or through our licensing team.

- Online at License Management System: h20575.www2.hp.com/usbportal/softwareupdate.do
- Contact Regional HP License Center: See [Implementation of product – obtaining your permanent license key](#)

For more detailed information regarding how to use HP’s License Management website to obtain and manage permanent license keys, please review the License Management User Guide at hp.com/software/licensing > Support > Licensing Support > Management Guide.

For assistance with any of the licensing processes, please submit a case at support.openview.hp.com/casemanager/incident-index and select Non-technical/business for the type of case and Licensing as the problem category. This link requires an HP Passport account. See [HP Passport account](#) HP Passport Account for more details.

Support for discontinued products

All products A version (major or minor) is supported for 24 months after the release (FCS) of the second version (major or minor) following this version.^{1,2}

License transfers

When an HP system changes ownership in the used marketplace, HP supports this transaction by permitting the transfer of software licenses for certain software products from one owner to another through the HP CMS OSS Software License Transfer process. This license transfer must be carried out in accordance with the HP published Software License Transfer process. For more information, visit hp.com/go/slt.

¹ This support is conditional on the installation of the latest product updates that HP provides during this period; the duration may be shortened if the operating system, 3rd party products, or the hardware, on which the Software is based, is no longer supported.

² Provided the customer has paid all applicable support fees.

Manage Licenses (License Tracking)

The Manage Licenses feature is part of License Management System at h20575.www2.hp.com/usbportal/softwareupdate.do.

This functionality allows you to:

- Report against any deployed licenses on behalf of your entire company/entity
- Review the inventory across all company sites
- Manage your licenses simultaneously, using the same log-in information (for example, move a license key to another server by changing IP addresses)
- Reports will reflect HP CMS OSS Software products that require a license key deployed via License Management System only.

A list of applicable products is available at h20575.www2.hp.com/usbportal/softwareupdate.do.

For more information on managing your HP CMS OSS Software licenses, please visit the License Management Guide at hp.com/software/licensing > Contact > Licensing Support > License Management Guide. This guide is available in various languages.

Lost Entitlement Certificate

Your Entitlement or Right-to-Use Certificate contains your HP order number as well as HP CMS OSS Software products purchased. While an Entitlement or Right-to-Use Certificate is not required to request a permanent license, you should retain any certificates for your own reference and for compliance reasons. However, you must have a valid HP order number in order to request your permanent license key.

In case you lost your Entitlement or Right-to-Use Certificate and require a copy, please submit a case at support.openview.hp.com/casemanager/incident-index and select Non-technical/business for the type of case and Licensing as the problem category. If possible, please also provide your HP order number.

Your support contract

In order to log a support case, you will need to provide your SAID found as part of your support contract. Your SAID is a unique identifier for your support contract with HP. The SAID is printed on each contract and should be referenced whenever you are requesting technical support.

In the event that you have not yet received your support contract and SAID, you can still access technical support by calling your local phone number. For a list of local phone numbers, please visit support.openview.hp.com/contact_list.jsp

Your support contract details the HP CMS OSS Software products covered as well as the level of support you have purchased.

Renewing your support contract

For your convenience, HP generates support contract renewal quotes approximately 90 days prior to expiration of your contract. It is important to review the renewal quote to avoid any disruption in service and support. Any questions pertaining to your quote should be directed to your HP sales representative or contract administrator. The name and contact information of your HP contracts administrator can be found on the quote.

Deliverables as a function of severity level

Support action	Discontinued versions of products				Obsolete versions of products			
	Critical	Major	Minor	No impact	Critical	Major	Minor	No impact
Investigate a problem in the current version	Y	Y	Y	Y				
Deliver a fix for the affected version	Y ³	Y ³	N	N	Extended support to be agreed upon			
Implement a fix in the future version	Y ³	Y ³	N	N				

Support tools

Software Support Online (SSO)

Software Support Online is an online support tool that provides a fast and efficient way to access interactive technical support tools needed to manage and optimize your business.

You may share your comments and any suggestions on how we can improve your SSO experience at support.openview.hp.com/casemanager/feedback.

- Online access to HP CMS OSS Software’s large knowledge base
- Online case submittal and tracking
- Discussion Forum
- Support contract management
- Information on available HP CMS OSS Software Services and Support offerings
- Software updates and patches
- Electronic manuals
- Obsolescence policy
- Enhancement requests
- E-Notification of new information about your HP CMS OSS Software products
- Latest information on HP CMS OSS Software Support

For information on how to navigate Software Support Online and to take full advantage of all of its features, please take a few minutes to review the online training guide at support.openview.hp.com/pdf/sso/index.html.

³ Conditional on the installation of the latest product updates that HP provides during this period; the duration maybe shortened if the operating system, 3rd party products, or the hardware, on which the Software is based, is no longer supported.

Accessing Software Support Online

hp.com/go/hpssoftwaresupport

Software Support Online content is protected with different levels of access:

- Public Content – Content is readily accessible to anyone. It requires no additional authorization to access.
- HP Passport User ID Required - Requires HP Passport user ID and password to access content. To establish an HP Passport account, see section 3.1. Each member of your team should create their own user ID and password.
- Contract Required - Requires an active software support contract and HP Passport account to access content. Linking an active contract to HP Passport can be done by following the easy steps described in 3.1.3 “Linking an SAID to HP Passport”.

Software Support Online tutorial

Please take the time to watch the SSO Tutorial at support.openview.hp.com/pdf/sso/index.html.

- The tutorial assists HP customers in the effective use of this self-service support website. It provides information on HP Passport, case manager, self-solve knowledge search, patches, product manuals and updates.

Self-solve knowledge search

- The HP self-solve knowledge search provides immediate, easy-to-use recommendations from HP knowledge sources and technical forums. This tool is available 24x7 online to assist you and your staff in finding information needed to resolve software issues. With an improved user-friendly interface and advanced search options, you can get to the information you need even faster.
- To access self-solve knowledge, go to the SSO homepage at hp.com/go/hpssoftwaresupport. Select the Tab “Self-solve”. You will be prompted to enter the HP Passport account information. You may then enter keywords, questions, phrases or document identifiers.

For your search on known issues, follow these easy steps:

1. Enter nothing in the keywords field, and do not change the “Natural language” radio button selection.
2. Specify your product focus as wide or narrow as you would like in the next few fields.
3. Check the “Known Problems” box.
4. Uncheck the default “Knowledge documents” box.
5. Pick a sort order if you like.
6. Click on the “Search” button.

My Updates – Software update portal

HP CMS OSS Software Support customers can download the latest version of software from My Updates. You will need your HP Passport log-in and SAID to access My Updates. My Updates can be accessed from the SSO portal at hp.com/software/updates.

To download software:

1. Log into My Updates using HP Passport
2. Select or enter SAID
3. Click to accept terms and conditions and click “submit”
4. Click on “Expand All” on the right hand side
5. Click appropriate product version and click on “get software updates”
6. Click on “Get Software”
7. Select appropriate item(s) under “2. Electronic Downloads”
8. Select “Download Directly”

Advantages of My Updates include:

- Direct access using a single sign-on to the portal from Software Support Online at hp.com/go/hpsoftwaresupport > Downloads or directly at hp.com/software/updates.
- Easy download of the latest software version under support.
- Access to all available software update versions.
- Accessible by multiple persons.

Support customers can tie their SAID to their HP Passport profile. Please see [HP Passport account](#) on how to do so.

SAIDs will be listed in the users view at My Updates under “select an SAID”. Further information on My Updates can be found in the frequently asked questions section of the My Update portal.

Customers can also register for HP Alerts to receive proactive email notifications of product updates, obsolescence, and migration information. This can be done at hp.com/go/swupdatealerts.

Patches

Search and download the latest patches at support.openview.hp.com/selfsolve/patches. An active SAID account and HP Passport account are required to access patches.

Sign up for email patch notification at support.openview.hp.com/enotification/main.

To ensure you receive all relevant patch email notifications, HP recommends that you choose the “All Versions” and “All Operating Systems” options for your Products on the registration form rather than selecting an individual product version and operating system.

Manuals

Search and download the latest manuals at support.openview.hp.com/selfsolve/manuals.

HP CMS OSS Software Support Lifecycle Information

HP CMS OSS Software is committed to providing excellent customer care throughout the product lifecycle. This includes enabling you to determine future strategies for your software investments as supported products and versions reach maturity. For an overview of the most current HP CMS OSS Software product obsolescence policy as well as an overview of end of support announcements, please visit support.openview.hp.com/encore/products.jsp.

Once you subscribe to HP Alerts and select the products you wish to be notified about; you will receive email updates on end of support announcements and migration options available. HP Alerts can be found at hp.com/go/driversignup.

Non-Technical Case Logging

Non-technical case logging provides you with the opportunity to ask questions that are non-technical in nature. Please log such questions at hp.com/go/hpsoftwaresupport/casemanager/submitcase.

Select the non-technical case radio button on the right hand side of the website and indicate the general category of your question:

- Comments on software experience
- ELA administrator request
- Electronic product delivery
- Investigate support contract
- Licensing
- Other
- Physical update shipment
- Sales
- Website Functionality (refers the web functionality assistance with Software Support Online portal only)

Once submitted, an HP representative will be in contact with you regarding your case status. For non-technical cases the Customer Contact Center will respond to your inquiry within 4 hours.

SSO Live Chat

SSO Live Chat provides you with the opportunity to raise questions in real-time about contracts, entitlement and questions on SSO website functionality. In addition you can ask any other non-technical inquiries using SSO Live Chat. If you have concerns with the progress of your support case, you may also log a Duty Manager request via SSO chat - be ready to provide your contact details and reasons for your concern.

Here is a complete list of topics supported via SSO Live Chat:

- Incorrect case contact information
- Contract validation issue
- Attachment issues via SSO case manager
- Cases not visible
- Self-solve knowledge base issues
- Email notifications
- Products not visible
- Product documentation issues - Manuals section
- Patch downloads
- Product Updates - My Updates section
- Duty Manager requests

SSO chat is operating in 24x5 mode (excluding Saturday and Sunday). To access Web Chat please go to support.openview.hp.com/ and log in using your HP Passport. Look for the chat icon in the bottom left hand corner of the page.

Product Defects and Enhancement Requests

Enhancement requests are handled with different response procedures than technical incidents. When received, HP CMS OSS Software Support, product development and product management review each request. A variety of factors weigh in to determining whether a request will be implemented including, but not limited to, alignment with strategic direction, technical feasibility and its benefit to a large number of customers. After the initial review of the request, the goal is for HP to perform subsequent reviews yearly to align with standard delivery and release cycles. This is a statement about the goal to perform annual reviews, not a commitment to deliver the enhancement. Updates to the request are added to the record as additional reviews happen and these updates can be viewed by customers on HP CMS OSS Software Support Online (support.openview.hp.com/). HP cannot guarantee that every request will result in an enhancement. Enhancement requests when implemented, are delivered to customers in new versions of the HP CMS OSS Software product via HP's standard software release mechanisms, not in 'patches' provided against currently released versions

If you have an enhancement request that is critical to your environment and there is an important business impact by not having the feature, you may start the Business Escalation Process. This process can only be initialized by your sales representative, as the financial impact of not having this feature needs to be clearly stated.

To log all other enhancement requests, please visit hp.com/go/hpsoftwaresupport. Once on the main SSO page, select "Submit an enhancement request" listed in the shortcut menu. Please note that an active support contract is required.

You can register your email address against an ER and receive proactive emails as the ER progresses through the development process. If your ER was the result of an open support incident and it is not classified as critical, the support incident will be closed and all future updates to the ER will be via the Software Support Online portal.

Product Defects (PDs) must be initiated by logging a support case by the customer and, once a PD is identified, will be submitted by the HP engineer. Critical PDs can be escalated via the Technical Escalation Process. This process will be started by the engineer or the Duty Manager involved.

You can track the status of both, an ER and PD, at Software Support Online by following the instructions below:

1. Go to the SSO Home page: support.openview.hp.com/contact_list.jsp
2. Click on Self-solve
3. Log in with your Passport ID
4. Enter your ER or PD ID under "Enter keyword(s), questions, phrases, or document identifiers" box and make sure to check "Known problems" and "Other"
5. Click Search
6. Chose the link of the displayed ER or PD ID to view status

Technical Support

Logging a Support Case

Technical support entitlement commences on the date of purchase. You can log cases electronically or by phone. Please make sure you have searched the knowledge base before logging a case.

Once you have logged a case, you will receive a Case ID within minutes. When a solution has been defined, your case history will include the resolution; this way you can review your case at any time and retrieve this valuable information for future reference. HP CMS OSS Software Support employs the Follow the Sun support model, ensuring complete coverage for our 24x7 customers.

Before Logging a Case – Information Needed

- Service Agreement ID (SAID) – Contract that contains the product for which you need assistance
- Contact information – Person logging the case
- System information – What product is failing? Which version? What machine is the product running on?
- Problem Description – What does normal system behavior look like?
- Nature of problem – When did the problem begin? What has changed since it last functioned? Can the problem be reproduced?
- Severity Level – What is the business impact of the problem?

Submitting a Case Electronically

Logging a case online is the most efficient and effective way of detailing your problem. Logging cases online allows an unlimited amount of users in your environment to log the case.

Prior to submitting cases online, please make sure to register at Software Support Online by creating an HP Passport account. For details see [HP Passport account](#).

You are then ready to log the case at support.openview.hp.com/casemanager/incident-index.

Severity Level	Critical	Serious	Medium	Low
Definition	<p>Production system is down Conditions that seriously affect service, capacity/traffic, billing, and maintenance capabilities and require immediate corrective action.</p> <p>examples</p> <ul style="list-style-type: none"> • A loss of service that is comparable to the total loss of effective functional capability of an entire switching or transport system • An important reduction in capacity or traffic handling capability such that expected loads cannot be handled • Any loss of safety or emergency capability (Emergency 911 or 112 calls) 	<p>Major feature/function failure Conditions that seriously affect system operation, maintenance, or administration, and require immediate attention. The urgency is less than in critical situations because of lesser immediate or impending effect on system performance, end-users and telecom service end-subscribers, and the customer's operation and revenue.</p>	<p>Minor feature/function failure Conditions that do not significantly impair the functioning of the system and do not significantly affect your services</p>	<p>Minor problem Conditions that have no effect on service to You</p>

Cases can be logged 24x7; however, response times are based on the previous table according to your level of support. “Response Time Objectives” are typical initial response times to support requests. HP may not always provide such response within the Response Time Objectives.

For newly received Severity Level 1 cases, HP will confirm through discussion with the customer that the case fulfills the criteria of “production application down,” and HP reserves the right to downgrade the severity level, if the case does not fulfill such criteria.

Opening a Case by Phone

Please call the HP Response Center in your country. Contact numbers are available at: hp.com/go/hpsoftwaresupport/contact_list. If you have any concerns regarding the progress of a case, please contact the engineer who owns your case to ensure it was properly flagged based on urgency, or contact the on-call HP CMS OSS Software Support Duty Manager to personally address your concerns:

In the U.S. and Canada, call the HP Response Center at 1-800-633-3600. Press option “2”, enter a valid SAID, press “1” for Enterprise Software and then option “6” for All Other.

Status Review

The easiest way to check the status of support cases is by accessing SSO. You may also call HP to request status information. Online case logging allows you to track your case at hp.com/go/hpsoftwaresupport/casemanager/submitcase > Advanced Case Search.

In order to track cases online, you will need to create an HP Passport account and edit your profile to include the SAID(s) for your HP CMS OSS Software products. Please see section 3.1 for information on how to link an SAID to your HP Passport account.

The following information describes the possible status that may be assigned:

Open: Case submitted and additional information is needed (subcategory is Callback: customer has requested a call or email from the case owner).

In progress: An HP engineer is working on the case (subcategories are Pending customer: HP staff are waiting for the customer to respond/ provide required information for case resolution; Pending internal: The engineer assigned to the case is waiting for additional information related to resolution from other HP entities).

Suspended: Time-based “on hold” status based on customer’s request.

Closed: The case has been resolved or the customer could not be reached after multiple attempts to contact.

Tell us what you think! —Participate in the customer survey

HP CMS OSS Software Support values your thoughts and ideas regarding your overall HP CMS OSS Software Support experience. At the end of each case, please take advantage of the opportunity to tell us how we do.

You can customize your surveys by editing your profile on SSO. Go to hp.com/go/hpsoftwaresupport and sign in. Then go to “Edit your profile” on the top of the page. Under “Edit your additional profile information”, you can now find “Customize my Support Survey Preferences”.

You can also contact us at any time at software.satisfaction@hp.com, to share your comments.

Extending Your Support Offering

HP Communications & Media Solutions (CMS) provides service providers with a unique portfolio of Solution Management Services (SMS), designed to support the HP CMS solutions, streamline network operation, and reduce operational costs to help service providers focus on introducing new and innovative services.

A telecom solution is never a single component. It typically includes standard products as well as functional customizations and implementation that are made to it. Often a telecom solution also includes components from different vendors and partners. Therefore, you need a services offering which covers all parts of the solution.

Additional CMS services offering

HP Solution Management Services (SMS) includes four disciplines—enhancement, operational, proactive and reactive services. These disciplines support and enhance your entire communications and media solution from end to end, regardless of the hardware and software making up that solution.

We want to help you unlock the full value of your HP CMS OSS Software investment! Please make sure that you review our complete set of service offerings, which include Support, Software-as-a-Service and Professional Services. In case of any questions related to our offerings, contact your HP Sales Representative or HP CMS OSS Software Authorized Partner. You may also visit hp.com/us/en/business-solutions/solution.html?compURI=1089585 for more information.

Consulting services

Business transformation through people, process and technology to deliver real and measurable business outcomes with HP Solution Consulting Services (SCS).

Implementation services

A complete lower-risk project lifecycle across design, development and customization, and network and system integration with HP Solution Implementation Services (SIS)

Outsourcing services

A variety of sourcing options to cover all of a customer's telecom operations to improve business agility while reducing operational costs, including IT and Infrastructure Outsourcing, Application Management and Business Process Outsourcing.

Appendix

Support Contract Sample

The HP CMS OSS Software Support contract usually contains multiple pages. The first page provides high-level information about your account and various contact information. Please make sure that your contact information is always up to date. The second and any following pages go into details as to what HP CMS OSS Software products are part of your support contract.

If a support contract is a renewal support contract, and is no longer covered by the upfront payment as part of the licence purchase, the following two pages (in our example below pages three and four), will then go into payment details. Our example does not include pricing and, therefore, no payment information is listed.

Overview for Support Account ID: 0781049480



Support Quotation

1	Customer Address: HEWLETT PACKARD LIZ MCCLURE AMEN CORNER CAIN ROAD BRACKNELL RG12 1HN Customer Contact:	Hewlett-Packard Address: Hewlett-Packard Ltd. Kelvin Close Warrington WA3
2	HP contact: HPSW CMS CONTRACTS UK&I E-mail HPSW-CMS.EMEA@HP.COM	

This quote is valid until

This order is governed by the specific agreement referenced below in the comment section. If none is identified, then HP's standard terms, as indicated below, for the services you purchased will apply. Either one is the "Agreement".

HP Standard Terms:

For HP CMS OSS Software Support terms and datasheets, visit http://support.openview.hp.com/support_options.jsp
 For HP terms for Software-as-a-Service, visit <http://link.hp.com/u/j50>
 All other support terms and datasheets are available upon request

Your Support Access Options for Service Agreement Customers:

- **Support Contract Assistant (SCA)** - manage your service agreement online, visit www.esca.hp.com
- **HP Support Center** <http://www.hp.com/go/hpsc>
- **HP CMS OSS Software Support Online** - <http://www.hp.com/go/hpsupport>

Please have your Service Agreement ID and Product/Serial available to expedite your support experience.

3	System Handle	Service Agreement ID	Coverage Period	Description	Contract Total/GBP
		4	From: To:		
	DUMMY-OSST	107810494824	01.07.2013 30.06.2014	DUMMY TEST	12,336.00
5	Full Contract price for 0781049480				12,336.00

1. Customer address and contact information – states where contract is being sent
2. Your HP Contracts Administrator contact information
3. System Handle is your “account” with HP. It can include multiple support contracts
4. The Service Agreement ID (SAID) is a unique identifier for each support contract. Please provide the SAID when contacting your HP Contracts Administrator or when logging a case
5. Your support contract start and end date

Detail for Support Account ID: 078104948



Support Quotation
 Agreement No.
 Your PO Reference: OSS DUMMY

Service Agreement ID: 1078 1049 4824
System Handle: DUMMY-OSST
 DUMMY TEST
HP Reference No.: 26632955

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Equipment Address:
 HEWLETT PACKARD
 LIZ MCCLURE
 AMEN CORNER
 CAIN ROAD
 BRACKNELL RG12 1HN

Software Update Address:
 HEWLETT PACKARD
 LIZ MCCLURE
 AMEN CORNER
 CAIN ROAD
 BRACKNELL RG12 1HN

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Hardware Contact:

Tel:
 Fax:

This quote is valid until
Coverage from: 01.07.2013 to: 30.06.2014

Software Contact:

Tel:
 Fax:

Product No.	Description	Serial No.	Coverage Period		Qty	Price/GBP
			from:	to:		

HA106AC HP CMS OSS Software Support

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*** Software ***

HP CMS OSS Software Technical Unlimited Support
 SW Technical Support
 SW Electronic Support
 Std Office Hrs Std Office Days
 Standard Response

- 6. Customer contact person for software products
- 7. The Reference Number identifies a specific quote or contract
- 8. A list of all your HP CMS OSS Software products follows, incl. quantities
 Licence to Use (LTU) products are listed twice, once under Technical Support and once under Update Service. Media products will only appear under Update Service

9	JJ299FAE	HP Univer SLA Mgr 100Pt 0-200Pt E-LTU	1	428.00
	JJ457FAE	HP Univer SLA Mgr 1KPt 2K-10KPt E-RTU	1	43.00
	JJ458FAE	HP Univer SLA Mgr 5KPt 10K-50KPt E-RTU	1	43.00
	Software Subtotal			514.00
HP CMS OSS Software Updates Service				
License to Use & SW Updates				
HP Recommended SW Upd Method				
HP Recommended Doc Upd Method				
	JJ299FAE	HP Univer SLA Mgr 100Pt 0-200Pt E-LTU	1	428.00
	JJ457FAE	HP Univer SLA Mgr 1KPt 2K-10KPt E-RTU	1	43.00
	JJ458FAE	HP Univer SLA Mgr 5KPt 10K-50KPt E-RTU	1	43.00
	Software Subtotal			514.00
	Software Total			1,028.00
	Contract Total			1,028.00

The Prices shown will be invoiced yearly in advance.

10	Printed on: 04/07/2013	Please Note: This is not an invoice, charges shown are monthly & exclusive of VAT	Page: 2 / 2
Registered Office: Cain Road, Bracknell, Berkshire, RG12 1HN. Registered No: 53419			

- 9. This page will state customer's total amount payable. This usually applies to renewal support contracts, where the support cost is no longer covered by the upfront payment associated with the original licence purchase
- 10. This page will state the payment schedule for the particular support contract

Quickstart Guide

This process is provided as an overview on how to best prepare to engage with HP CMS OSS Software Support in order to receive the most efficient and effective support experience.

Areas	Main Steps	Section
A: Basics	1. Enter Important Reference Information:	Important reference information
	2. Create HP Passport Account at Software Support Online (SSO): Create your HP Passport credentials at: hp.com/go/hpsoftwaresupport (click on "Register" at top of website)	HP Passport account
B: Start Running Your Software	3. Obtain Licensing Information:	Licensing information
	<ul style="list-style-type: none"> Obtaining your Licence Key etc. Online: hp.com/software/licensing License Management 	Implementation of product – obtaining your permanent license key License management
C: Support Tools & Community	4. Utilize Standard Maintenance Tools:	Support tools
	<ul style="list-style-type: none"> Patches: support.openview.hp.com/selfsolve/patches Manuals: support.openview.hp.com/selfsolve/manuals Updates: hp.com/software/updates 	
	5. Explore Support Tools:	Support tools
	<ul style="list-style-type: none"> Self-solve Knowledge Base: support.openview.hp.com/selfsolve/documents HP CMS OSS Software Solutions Community: hp.com/go/swcommunity 	
D: Logging & Tracking a Support Case	6. Log & Track a Support Case:	Logging a Support Case
	<p>Technical:</p> <p>For logging a case, you will need to have the following information in order to have the most efficient and effective support experience:</p> <ul style="list-style-type: none"> Service Agreement ID (SAID) – Contract that contains the product for which you need assistance Contact information – Person logging the case System information – What product is failing? Which version? What machine is the product running on? Problem Description – What does normal system behavior look like? Nature of problem – When did the problem begin? What has changed since it last functioned? Can the problem be reproduced? Severity Level – What is the business impact of the problem? See definitions for severity levels at support.openview.hp.com/casemanager/help/case-help#severity 	
	<p>Non-technical:</p> <p>Non-technical cases could relate to using our website, general licensing, issues with SAID or general issues related to your support contract. Please log such questions at hp.com/go/hpsoftwaresupport/casemanager/submitcase Select the non-technical case radio button on the right hand side of the website.</p>	Non-Technical Case Logging

Resource

hp.com/us/en/business-solutions

“HP CMS OSS Software Support is here 24x7 to assist you in maximizing your investment in HP CMS OSS Software. Our goal is to help you solve problems faster while providing you with a world class support experience.”

To ask questions about the Customer Support Handbook or to provide feedback, please go to hp.com/go/hpsoftwaresupport/casemanager/submitcase > Submit a new case > Non-technical/ business > Other. Please enter Customer Support Handbook in the case title.

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