

Welcome to HPE Autonomy Support

HPE Autonomy's Support is a part of the HPE Software Support team and is committed to ensuring your success. This handbook provides guidelines and reference materials that will allow you to maximize your HPE Autonomy 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 HPE Autonomy Support Services, we also want to encourage you to review our HPE Autonomy website at autonomy.com.

Some restrictions may apply or processes may vary depending on your HPE Autonomy product, especially in cases of a third-party software product.

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

About HPE Autonomy Support

HPE 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. HPE is dedicated to resolving your software product issues and helping you gain the most value possible from our product solutions.

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

HPE Autonomy Software Support is certified by TSIA as a worldwide Certified Support Staff Excellence Center. Customers can purchase HPE Autonomy products with confidence knowing that HPE meets high industry support standards. See tsia.com for more information.

HPE Autonomy Support coverage

We offer two levels of support to fit your business needs:

- **9x5:** Available in local business hours and on local business days, excluding local bank and public holidays. 24x7 access to the Support Center, downloading updates, and managing your profile. The Support Center provides access to a knowledge database, including information regarding known symptoms and proposed solutions, specifications, and technical literature.
- **24x7:** Available 24 hours per day, Monday through Sunday, 365 days per year.



Hewlett Packard Enterprise

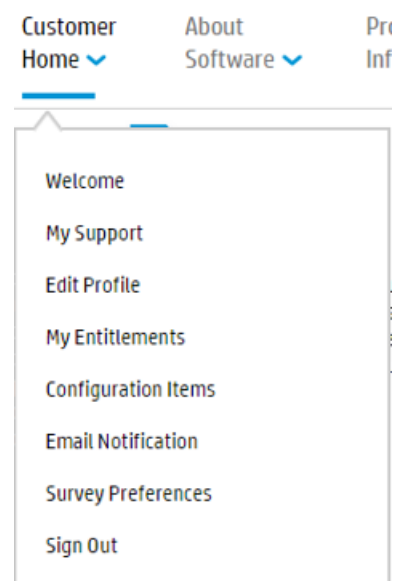
[Software Support Online](#)

Fast, powerful personal access to knowledge and experts.

Quick Start Steps

1. Set up your **HPE Passport**
2. Add **Company ID (NetSuite ID)** to HPE Passport
3. Search knowledge, Log Service Requests, Access expertise and more on [Software Support Online](#)

Access your Profile and preferences



Get Help

[Software Support Online](#) View "About". Getting Started, Tutorials & Reference, FAQ

Find out more about the [Software Support Portfolio](#) and offerings

[Give us your feedback](#)

Set up your HPE Passport

HPE Passport is a single sign in service that lets you use one User ID and password for all HPE Passport-enabled websites. With HPE Passport access you have access to your support knowledge and expertise.

You will need your email address, a unique password and your Company ID/NetSuite ID to set up your account so you have access to knowledge base content and ability to log Service Requests.

Go to HPE Software Support Online <http://softwaresupport.hpe.com> and click Sign in on the top navigation bar. You may Sign in with your current HPE Passport or you may create a new HPE Passport account using the Register link located on the top navigation bar.

HPE Passport FAQ: <https://hpp12.passport.hpe.com/hppcf/help.do>

Add Company/NetSuite IDs to your Account

The Company/NetSuite ID is your unique identifier with HPE. You will receive your Company/NetSuite ID in a separate communication upon your purchase. You will be asked to provide the Company/NetSuite ID when accessing technical support.

Please make sure to link all of your Company/NetSuite IDs to your HPE Passport account through <http://softwaresupport.hpe.com>. Sign in with your HPE Passport. Select 'My Entitlement' located on the top right pull down on the navigation bar. To add a Company/NetSuite ID add the number on your Support Maintenance Agreement and click Add.

If you need to log an incident and have not received your Company/NetSuite ID or you have an existing Company/NetSuite ID and wish to inquire about it, please log an Investigate Contract Service Request from your Personalized Dashboard at <http://softwaresupport.hpe.com>

Software Support Online

Fast, powerful and personal online access to knowledge and experts.

Visit and start using Software Support Online: <http://softwaresupport.hpe.com>.

Personalized Dashboard

Your information your way. The personalized dashboard gives you access to your Service Requests, Patches, Manuals, Knowledge documents related to the products you have on your SAIDs.

Search for answers to your support questions

The Faceted Search capability will quickly find the most relevant information needed to manage your environment by using the best search engines in the industry with a vast reach into extensive knowledge databases.

Submit and Manage Service Requests and Change Requests

To log a Service Request (SR) or manage a current SR you can see and update your SRs in the Service Request Dashboard portlet on <http://softwaresupport.hpe.com>. Change Requests (Enhancement Requests and Defect Requests) can be found in the Change Request portlet. You may also log and update Service Requests through Live Chat, email and telephone. See the Contact Us section of this document.

Live Chat

Live Chat is now available in 10 languages for non-technical support questions. For available languages go to: <http://softwaresupport.hpe.com> click on Live Chat under Contact us on the top navigation bar.

And More

Through the portal you have access to My Software Updates, Obsolesce and Migration policy, Meet the Experts schedule and links to the valuable information you need on a regular basis.

You can configure your preferences and manage your information:

- Edit Profile (HPE Passport profile)
- Check Entitlement (Manage your Company/NetSuite ID)
- Investigate Contract (Contract Administrator to investigate and assist with your Company/NetSuite ID)
- Configuration Items (Manage information regarding your Software environment that could be helpful for troubleshooting)
- Manage Notifications (Email Notifications)
- Survey preferences

Help with navigation and Use of Software Support Online

The home page “**About**” section on the top navigation bar contains the Getting Started online guide on how to use each of the features on Software Support Online. Find videos and reference materials in the Tutorials and Reference tab. The FAQ is where we capture and keep frequently asked questions.

And if you need help anytime – engage our team through email or Live Chat to ask your questions in the Contact us menu on the top navigation bar.

Visit <http://softwaresupport.hpe.com>

Software Downloads and updates

HPE Autonomy Support customers can download the latest version of software from the Download Center Website through:

<https://downloads.autonomy.com/>.

Logging a support case

Technical support entitlement commences on the date of purchase. You can log cases electronically or by phone.

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. HPE Software Support employs the Follow the Sun (FTS) support model, ensuring complete coverage for our 24x7 customers.

Before logging a case—Information needed

- Contact information: Person logging the case, make sure your contact information is accurate in your profile.
- System information: Environmental details including product component, version, etc.
- 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?
- Impact level: What is the business impact of the problem?

Severity definitions and response

Cases can be logged 24x7; however, response times are based on the following table according to your level of support. For newly received Impact Level 1 cases, HPE will confirm through discussion with the customer that the case fulfills the criteria of “production application down”, and HPE reserves the right to downgrade the impact level, if the case does not fulfill such criteria.

When submitting a case, please make sure to select the appropriate severity level from the chart below.

Severity definitions and response time objectives

Definitions	Severity Level 1 —Critical	Severity Level 2 —High	Severity Level 3 —Medium	Severity Level 4 —Low
	Total loss of functionality The Autonomy product is unusable, resulting in a total disruption of work or other critical impact operations. No workaround is available.	Serious: Major feature/function failure Operations are severely restricted. A workaround is available.	Medium: Minor feature/function failure The product does not operate as designed, there is a minor impact on usage and an acceptable workaround deployed.	Low: Minor problem This can be classified as a request for documentation, general information, enhancement request, etc.

Response time objectives

9x5: Local business hours and local business days	2 hours	6 hours	8 hours	1 business day
24x7: Including all bank and public holidays	1 hour with prioritized support response	4 hours	6 hours	1 business day

Contact us

There are several options available for you to contact our technical and business support professionals. We are here to assist you with your business and technical questions.

On the web on Software Support Online <http://softwaresupport.hpe.com>

Live Chat in 10 Languages: Click on Chat icon under Contact Us on the top navigation bar.

Email: Click on the email icon under Contact Us on the top navigation bar.

Telephone: Please have your Service Request ID or Service Agreement ID (SAID) ready. <http://softwaresupport.hp.com/web/softwaresupport/support-contact-information>

If you have a concern with the progress of your Service Request (SR) you can engage an **Software Duty Manager**. The best way to engage a HPE Software Duty Manager is to simply ask your Technical Support engineer, Live Chat representative or Telephone contact. Please have your Service Request ID ready so we can expedite your request.

See **Contact Us** section for contact options.

The Software Duty Manager process is the initial step for expressing your concerns regarding the progress of your case. An Enhancement Request is the initial step for the product development and product management review for your request. If further attention is required, at your request, the **Escalation Process** is initiated by an HPE representative (Sales, Account Manager, Project Managers, and Delivery Managers), or by engaging the Software Duty Manager.

A formal Escalation may be requested when the standard support process and Software Duty Manager process has not met your needs, will not deliver an acceptable solution in an agreed time frame, and the situation has a business impact that could be considered critical. The Escalation Team evaluates the best course of action and assigns an Escalation Manager to the situation if appropriate. Formal Escalations are defined as either Technical Escalation or an Enhancement Request Escalation.

A **Technical Escalation** is a situation where the normal support process is being used and is not likely to deliver a timely and/or acceptable solution. The main purpose of a Technical Escalation is to accelerate the resolution, engage additional resources where needed and to provide additional management oversight and communication.

An **Enhancement Request Escalation** is a situation where resolving the issue would require a change in the product's design or extend the product from obsolescence. If you have already initiated and completed the Enhancement Request and it did not meet your expectations, then the financial impact of not having this feature needs to be clearly stated when the Enhancement Request Escalation is requested. Development and/or Product Management will be engaged to review this escalation.

Software Support Portfolio and offerings

We offer a range of offerings and services that can help your business reduce risk and get more value from your software investment. Read about how other customers like you have benefited from the value of the support services and engage a sales representative if you are interested in finding out how we can help your business maximize your software investment. We strive to be a valued business partner, so watch for updates and improvements to our offerings.

To find support Terms and Conditions and datasheets please visit.

<http://www.hpe.com/software/SupportServices>

Additional details are in the Software Support Offerings section on Software Support Online at:

[**https://softwaresupport.hp.com/web/softwaresupport/software-support-offerings**](https://softwaresupport.hp.com/web/softwaresupport/software-support-offerings)

Give us your Feedback

We value your thoughts and ideas regarding your overall support experience. At the end of each Service Request, please take advantage of the opportunity to tell us how we did.

You can also contact us at any time at [**software.satisfaction@hpe.com**](mailto:software.satisfaction@hpe.com), to share your comments.

This handbook is for customers and partners who have Software Support and are users of Software Support Online. You may find out more about HPE Software Support for other Software products by visiting [**http://softwaresupport.hpe.com**](http://softwaresupport.hpe.com).