



**Hewlett Packard
Enterprise**

HPE Support Center

Customer Training Package

Condensed version

11 May 2017

Introduction

- **Effective May 2 2017**, online support for HPE Solutions Support for Communications Service Providers has moved to HPE Support Center Web Portal www.hpe.com/support/hpesc (replacing the HPE Software Support Online (SSO) portal softwaresupport.hpe.com)
- As of May 2 Customers must use the HPE Support Center Web Portal www.hpe.com/support/hpesc to submit **new cases**. Customers should NOT log new cases in the HPE SSO portal from May 2 onwards.
- There is no automatic transfer of the support cases history from HPE SSO to HPE Support Center. HPE Software Support will remain open for a short period after May 2 for transition and consulting purposes only.
- All cases opened in Software Support Online before the GO Live date May 2, will be closed in HPE SSO and recreated by HPE Support teams within HPE SC.

Actions required from customers:

1. Register their HPE Passport on HPE Support Center www.hpe.com/support/hpesc (or sign in)
2. Link their Support Account Reference (SAR) and Service Agreement Identifier (SAID) to their HPE Passport profile
3. Log every new case in the new HPE Support Center Web Portal www.hpe.com/support/hpesc only
4. Every “trust case” should be opened [via phone only](#)
Note: A “trust case” requires support if Support Contract is expired and under renewal process.

Hewlett Packard Enterprise Support Center (HPE SC)

The HPE Support Center Web Portal allows you to:

- Submit and manage support cases: using the HPE Support Center Portal to log your issues is our recommended and the most efficient method
- Manage your support contracts and warranties
- Access technical product information
- Download patches
- Get software updates and licensing

→ Within this presentation, you will find the concrete steps on how to get started (Linking your SARs and SAIDs) and how to submit test cases. Please check the help for further details.

HPE Support Center Training Package

- [Getting started with HPE Support Center - First steps](#)
- [Submit a case in HPE Support Case Manager \(SCM\)](#)
- [Get help](#)



Getting started with HPE Support Center

First steps

First steps to using HPE Support Center (1/2)

1. [Locate my Support Account Reference \(SAR\) & my Service Agreement Identifier \(SAID\)](#)
2. Login to www.hpe.com/support/hpesc
3. Go to “Manage my contracts & warranties”

Hewlett Packard Enterprise Support Center

Product Support ▼ My IT Environment ▼

Welcome to HPE Support Center! Find out [how to get started](#) or see [what's new](#). Looking for [HP products](#)?

Get drivers, manuals, parts & solutions

Select your HPE product

Enter a product name or number

(e.g. ProLiant DL360p)

OR

My HPE Support Center

[My HPE Support sign-in](#)

[Register for HPE Passport](#)

[View my recent cases](#)

[View my contracts & warranties](#)

[Manage my contracts & warranties](#)

More support options

- [Community forums](#)
- [Warranty Check](#)
- [Chat with HPE](#)
- [Submit or manage support cases](#)
- [All HPE contact options](#)
- [Patch management](#)
- [Software updates & licensing](#)
- [My Networking](#)
- [Networking licensing](#)
- [Diagnostic passwords](#)

4. Sign in or create an HPE Passport account

Hewlett Packard Enterprise

Solutions Services Products About Us Support

Sign in

Sign in using HPE Passport

Required *

User ID *

Your user ID may be your email. Forgot User ID

Password *

[Forgot Password](#)

☐ Remember me on this computer

[Change Email ID](#) [About HPE Passport](#)

[HPE Passport is secure](#)

If you don't already have an HPE Passport please create your account (required once only). Otherwise, sign in.

5. Click on « Link Support Agreements »

Hewlett Packard Enterprise Support Center

Product Support ▼ My IT Environment ▼

Contracts & Warranties

Use the features in My Contracts & Warranties to manage your HPE entitlement and get access to entitled HPE Support Center features. You can link support agreements, packaged support and warranties to your user ID, and share entitlement with other users.

Display your user name and e-mail

Choosing 'Yes' will allow other HPE Support Center users to see your user name and e-mail address if they link or attempt to link a support agreement, packaged support or warranty to you own.

☐ Yes ☐ No

Link contracts & warranties to your HPESC account

[Link support agreements](#)

Link a support agreement to your HPE Passport user ID so you can access entitled HPE Support Center services.

[Link packaged support](#)

Link packaged support to your HPE Passport user ID so you can access entitled HPE Support Center services.

[Link warranties](#)

Link your product warranty to your HPE Passport user ID so you can access entitled HPE Support Center services.

[Batch link tool](#)

Link contracts & warranties to your profile by uploading your batch link file (CSV format) file to HPE Support Center. Your file will be submitted for a separate batch process.

[View my contracts & warranties](#)

View all support agreements, packaged support and warranties that are linked to your user ID or shared with you by another HPE Support Center user. You can see entitlement details and access many My contract & warranty features from this view.

Other contract & warranty services

Manage contract & warranty shares

In manage sharing you can:

- create a share including a group of users and entitlement items
- make one or more users administrators of the share
- set feature services available to that group of users

Edit my contracts & warranties

Change ownership type or packaged support or warranty nicknames.

Transfer ownership

Transfer support agreements, packaged support or warranties linked to your user ID to another HPE Support Center user.

Unlink contracts & warranties

Remove the association between your user ID and entitlements currently linked to you. You lose all privileges associated with those entitlements.

Help

This section provides information on how to manage your contracts and warranties that are linked to your HPE Passport account. You will find detailed information on: the linking/unlinking process, sharing process, transferring of contracts and warranties, changing ownership models, and how to upload(batch) a large number of entitlements in one single file to your HPE Passport account.

Click on Link Support Agreements

First steps to using HPE Support Center (2/2)

6. Fill in the required fields, and enter your Service Agreement ID(s) (SAID) and Service Account Reference (SAR) in the required fields, then press Submit.

In case the contract is already linked, contact the owner to get access. This may be the result of the owner selecting [single ownership](#).

In case you have many SAIDs to link, [use the Batch Link Tool](#)

[Unlink contract & warranties HELP](#)

Hewlett Packard Enterprise Support Center

Product Support | Insight Online | My IT Environment

Link HPE support agreements

Step One: Link one or more support agreements

Link your profile to your company contract id's to gain access to:

- Product software
- Product drivers
- Software updates
- Diagnostic passwords
- Patch management
- Case management
- And more support tools

Step Two: Connect your devices

None: Submitting updates may take several minutes. By identifying a support agreement, it will be linked (permanently associated) with your user ID, so you will not have to link it again. To view all entitlements...

See your choices of how to connect here.

When you link a support agreement you can choose whether you want to retain single control or allow other HPE Support Center users to also link to it. If you are the single owner you can share it to groups of other users.

Single owner
You have complete control and can set up shares.

Multiple owners
Anyone can link and all are equal owners.

Select ownership type: **Single**

Select ownership type: **Multiple**

You can share
You can share the entitlement with any other registered user.

Others can link
All are equal owners.

Enter contract identifiers only for Hewlett Packard Enterprise Products. For HP products go to [HP Support Center](#).

Required *

Display your user name and e-mail *

Choosing "Yes" will allow other HPE Support Center users to see your user name and e-mail address if they link or attempt to link a support agreement, packaged support or warranty you own.

☐ Yes ☐ No

Item	Service Agreement ID (SAID) *	Support Account Reference (SAR) or System Handle *	Ownership type *
1.			Single
2.			Single
3.			Single
4.			Single
			Single
			Single
			Single
			Single
			Single
			Single

Support agreements successfully linked

Note: To enable other users to access services available for any item as 'single' owner, you must create a share containing the users and the entitlement.

Support Account Reference (SAR) or System Handle	Service Agreement ID (SAID)	Support status	Expiration date	Ownership type
IEI-1-PARTIS-3	3021-000-53	HW/SW	Dec 31, 2017	Multiple

Done **Cancel** **Submit**

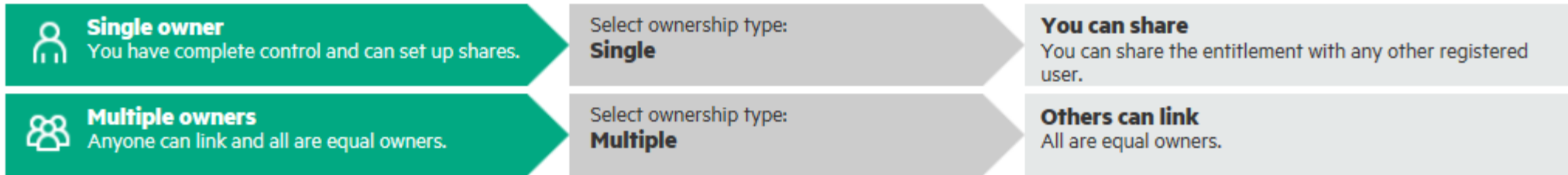
Retrieve and enter your **Service Agreement ID (SAID)** and **Support Account Reference (SAR)** (SAR is also referred as to **System ID** or **System Handle** or **Function Location**) located on your Support Agreement

[Ownership type](#): **Multiple** is the preferred choice.

If **Single** is selected, the HPE Support Center user will either retain unique control or will have to allow the next HPE SC requester to also access his SAID and SAR. The next requester will be prompted to contact the initial requester to request entitlement sharing.

Ownership types

When you link a support agreement you can choose whether you want to retain single control or allow other HPE Support Center users to also link to it. If you are the single owner you can share it to groups of other users.



Ownership Type	Privileges
Single	<ul style="list-style-type: none">• Full privileges and control<ul style="list-style-type: none">– You are the sole "owner" and can grant privileges to one or more other users
Multiple	<ul style="list-style-type: none">• Privileges are based on the entitlement type<ul style="list-style-type: none">– Other users with the correct entitlement identifier can also link to the entitlement if not already owned in single mode– Any passport linked in multiple mode can set up shares and grant privileges



Submit a case in HPE Support Case Manager (SCM)

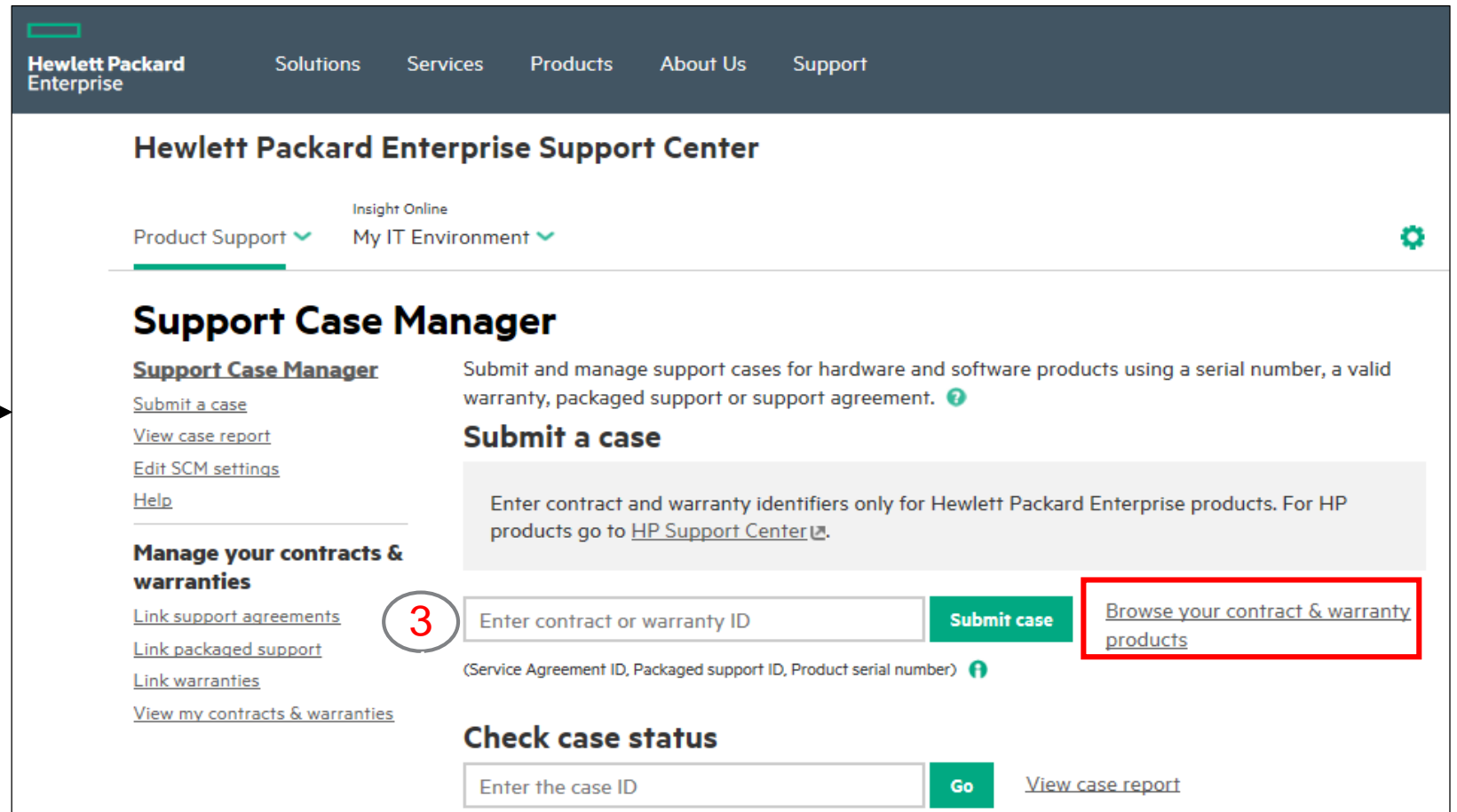
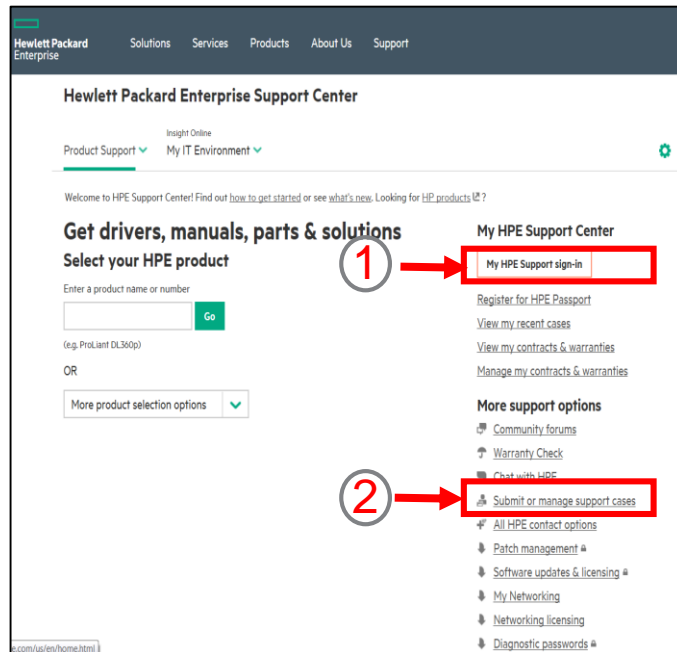
Submit a case in HPE SCM (1/4)

Login to www.hpe.com/support/hpesc

1- My HPE Support sign in

2- Go to «**Submit or manage support cases**»

3- “**Browse your contract & warranty products**” to list all SAIDs you have previously linked in the [Getting started – First steps](#), or enter your contract SAID



Submit a case in HPE SCM (2/4)

4.a

4.a Click on “+ Linked support agreements – Quantity n”

Or

4.b Enter your 12 digits SAID

Hewlett Packard Enterprise Support Center

Product Support ▼ My IT Environment ▼

Submit a case

Support Case Manager

[Submit a case](#)
[View case report](#)
[Edit SCM settings](#)
[Help](#)

Manage your contracts & warranties

[Link support agreements](#)
[Link packaged support](#)
[Link warranties](#)
[View my contracts & warranties](#)

Select identifiers only for Hewlett Packard Enterprise products. For HP products go to [HP Support Center](#).

Total number of linked contracts and warranties: 2

Search by **Search** **Reset**

(SAID, SAR, serial number, nickname or product number)

Linked support agreements - Quantity: 2

1 - 2 of 2 items

Support Account Reference	Service Agreement ID
TELEC	1 533 00
H PARIS	107 35

Linked packaged support - Quantity: 0

Linked warranties - Quantity: 0

If you did not see the entitlement that you need. Link additional entitlements by selecting one of the following links.

[Link support agreements](#)
[Link packaged support](#)
[Link warranties](#)

The SAIDs you previously linked to your contract will be listed

Hewlett Packard Enterprise Support Center

Product Support ▼ My IT Environment ▼

Submit a case

Support Case Manager

[Submit a case](#)
[View case report](#)
[Edit SCM settings](#)
[Help](#)

Manage your contracts & warranties

[Link support agreements](#)
[Link packaged support](#)
[Link warranties](#)
[View my contracts & warranties](#)

Select identifiers only for Hewlett Packard Enterprise products. For HP products go to [HP Support Center](#).

Total number of linked contracts and warranties: 2

Search by **Search** **Reset**

(SAID, SAR, serial number, nickname or product number)

Linked support agreements - Quantity: 2

1 - 2 of 2 items

Support Account Reference	Service Agreement ID
TELEC	1 533 00
H PARIS	107 35

Linked packaged support - Quantity: 0

Linked warranties - Quantity: 0

If you did not see the entitlement that you need. Link additional entitlements by selecting one of the following links.

[Link support agreements](#)
[Link packaged support](#)
[Link warranties](#)

Select (+) the SAR/SAID to list all HPE products included on this Support Contract

6

Select the product number for which you need support and click on « **Submit a case** »

Provide a **case title**
Operating System /Version
are optional fields

Select case **Severity**
See "severity matrix"

I am unable to boot the server after it passes POST. It appears to hang after accessing the disk. The disk activity light shows green access for 10 seconds and then stops.

Enter detailed information regarding the issue or question, be as specific as possible

NOTE: These are text-only fields

I have re-seated the disk drive and also re-seated the server in the enclosure.

Adding attachments is possible after you have submitted the case

Update a case - adding details and/or attachments

Case details & history

Service & parts

Update, add attachment or request to close this case

You may add comments or request to close this case in the field below and click update. ⓘ
(Maximum length = 30,000 characters)

Add additional information,
TEXT only in this section

HPSupport_Global@hp.com (Maximum size is 5 MB)

To email attachments for this case, click on the following email address: ⓘ
hpsupport_global@hp.com (Maximum size is 5 MB)


Large text or attachments can be added to a case: Use this email functionality. Add the Case number (ex <CASE:12345678>) in the Subject Line

Cancel

Reset

Update

Note: In case you need to provide files with size greater than 5Mb, please ask the support engineer to send you an FTP link


Hewlett Packard
Enterprise

[Support Case Manager HELP](#)

View and respond to existing cases

Case ID	Case title	Status
4654270519	HPE labs test case. please close	In progress

To view a case, click the Case ID

Case information

Case ID: 4654270519
Case title: HPE labs test case. please close
Customer tracking number: 3423141141
Service Agreement ID: 107840504002
Product serial number: CZJ312019V
Product number: 641016-B21
Submitted: 5/23/2016 3:25:42 AM
Last updated: 5/23/2016 4:51:55 AM
Source: Web
Case status: In progress
Company class: Hewlett Packard Enterprise

If updates are needed, click on update

Case details & history

Service & parts

Update, add attachment or request to close this case

Contact & equipment location Information

Contact

First name: MTP-G
Last name: TestUser
Phone number: 900 633-6600
Email address: argagaerg@hpe.com

Equipment

Company name: HP HPSC Test
Address line 1: 8000 Foothills Blvd
Address line 2: addrlne2 MS: mail shtoop
City/Town: Roseville
State/Province: CA
Zip/Postal code: 95747
Country/Region: USA

Customize Support Case Manager settings

[Support Case Manager link](#)

[Edit SCM Settings link](#)

Edit SCM settings

Support Case Manager

[Submit a case](#)

[View case report](#)

[Edit SCM settings](#)

[Help](#)

Manage your contracts & warranties

[Link support agreements](#)

[Link HP Care Packs](#)

[Link warranties](#)

[View my contracts & warranties](#)

Please review and modify these settings to enhance your Support Case Manager experience.

Contact dropdown prefill values

Please specify how you would like your list of contacts prefilled when you submit a case. ⓘ

- ☐ Use data from support agreement
- ☒ Use data from support agreement, HP Passport and last used contact

Preferred contact data prefill options

Please specify how you would like your contact information prefilled when you submit a case. ⓘ

- ☐ Do not prefill
- ☒ Prefill from HP Passport Profile (HPP)
- ☐ Use last entered data
- ☐ Use data from support agreement

Preferred equipment location data prefill options

Please specify how you would like your address information prefilled when you submit a case. ⓘ

- ☐ Do not prefill
- ☒ Prefill from HP Passport Profile (HPP)
- ☐ Use last entered data
- ☐ Use data from support agreement

Support Case Manager PIN (restricted use only)

Please specify your Support Case Manager PIN to enable PIN routing. ⓘ

Support Case Manager PIN

GBFixedSite

(Maximum length = 15 characters)

These options allow you to specify “pre-fill” values for the case submission form:

- Contacts
- Equipment Location



Get help












HPE Support Center

Get help

HPE Support Center User Guide

Hewlett Packard Enterprise Support Center

More support options

-  [Community forums](#)
-  [Warranty Check](#)
-  [Chat with HPE](#)
-  [Submit or manage support cases](#)
-  [All HPE contact options](#)
-  [Patch management](#) 
-  [Software updates & licensing](#) 
-  [Diagnostic passwords](#) 

Contact HPE [Contact HPE link](#)

Other HPE support

[HP Customer Support \(Home & Home Office products\)](#)
[HPE Software Support Online \(IT Management Software\)](#)
[HPE Support Agreement Manager](#)

Technical support for your product

Self Help about your product [Forums](#)

Solve problems and share knowledge with your peers in the HPE Support Center Forums.


[Search HPE Support Center](#)

Get assistance about your product online

[Chat with HPE](#)

Get real-time help from a support specialist over the Web. You get efficient, personalized support.

[Submit or manage support cases](#)

Support Case Manager is an online tool that allows you to submit and manage support cases for products with a valid warranty, packaged support or support agreement. 

Questions about using HPE Support Center

Self Help about the HPE Support Center website

[Site help](#)

Information about how to use HPE Support Center services and features, sign-in and entitlement management.

Get assistance about using the HPE Support Center website

[Ask a question about using HPE Support Center](#)

Topics may include:

- HPE Support Center general use & navigation
- Password and User ID recovery failure
- Support agreement, packaged support and warranty linking 
- Managing entitlement and Device Groups
- MY IT Environment and Device view
- Managing Remote Support
- Knowledge Base
- Documentation feedback
- Other HPE Support Center topics

Not applicable
For solutions for HPE
Solutions for
Communications
Service Providers

More HPE contact information

More options for contacting HPE for any other sales, support, or general questions, in your region and worldwide.

[Contact HPE - United Kingdom](#)
[Contact HPE - worldwide](#)

Phone assistance

HPE Support Center Site Help

The screenshot shows the HPE Support Center website. At the top, a dark blue navigation bar contains the HPE logo, the text 'Hewlett Packard Enterprise', and links for 'Solutions', 'Services', 'Products', 'About Us', and 'Support'. On the right side of this bar, there is a user greeting 'Welcome, MTP-G TestUser', a 'Sign-out' link, and two buttons: 'Edit your profile' and 'Site help'. A red box highlights the 'Site help' button, with an arrow pointing to it from the text 'Site help is available from any page'. Below the navigation bar, the main header area includes the title 'Hewlett Packard Enterprise Support Center', a 'Product Support' dropdown menu, and a 'My IT Environment' dropdown menu. A red box highlights the 'Edit your profile' button, with an arrow pointing to it from the text 'Change your Passport Profile'. Another red box highlights a search icon, with an arrow pointing to it from the text 'General Product Search'. Below the header, the 'Site help' section is displayed, featuring a 'Help index' with links to 'Overview', 'Getting started', 'Manage your HP Passport profile', 'Product Support', 'Insight Online - My IT Environment', and 'Questions about the HPE Support Center website?'. A red arrow points from the text 'Hot Links to various topics' to the 'Product Support' link.

Welcome, MTP-G TestUser | Sign-out | **Edit your profile** | **Site help**

Hewlett Packard Enterprise Solutions Services Products About Us Support

Hewlett Packard Enterprise Support Center

Product Support ▼ Insight Online My IT Environment ▼

Site help

Help index

[Overview](#) [Product Support](#)

[Getting started](#) [Insight Online - My IT Environment](#)

[Manage your HP Passport profile](#) [Questions about the HPE Support Center website?](#)

Change your Passport Profile

General Product Search

Hot Links to various topics

Overview

HPE Support Center provides personalized, one-stop access to the information, tools and experts you need to solve problems faster, learn how to use and optimize products, exchange ideas with your peers, and proactively prevent problems from occurring. HPE Support Center provides support information and features for most HPE commercial and enterprise products. You can search the knowledge base, download software and drivers, participate in discussion forums, and get help from HPE by logging a case online or using chat. Most of these functions can be performed by any individual. Some require an active contract or warranty.

HPE Support Center has these tabs:

- Product Support
- Insight Online - My IT Environment

You must be signed in with an HP Passport ID to access Insight Online.

Product Support

Hover over the Product Support tab to reveal download options, top issues and solutions, repair and warranty, and get help menu items. Additional support options are available within each menu item. Some options or features are only available to signed-in users. Others may only be available with contract or warranty entitlement.

See the [Product Support feature list](#) for details.

Send email about HPE Support Center usage

→ Bookmark this URL for direct link to this form <http://www.hpe.com/support/contacthpesc>

E-mail form for questions about the HPE Support Center web site

This site can provide assistance with questions related to the use and features of the HPE Support Center website. We are dedicated to reading and providing detailed and personalized responses to customer e-mail in a timely manner.

For product-related technical questions, please use the [Contact HPE](#) page to choose the contact page best suited to your inquiry.

HPE is committed to protecting your privacy. [Learn more...](#)

Important note: Upon submittal of your e-mail message, you should receive an auto-acknowledgement from HPE within 1 hour. If you do not receive one, it is possible that your e-mail program's security settings (SPAM filtering) are preventing HPE messages from being delivered to your inbox. Please check for these messages in another folder such as junk, bulk, unknown, or trash. If you don't find the message after 1 hour, please re-submit your inquiry after verifying that you've entered the correct e-mail address.

1. Describe your issue or question

Use the fields below to generate your question about using HPE Support Center.

Required *

a. Select an HPE Support Center topic

Select a question from the category list below to help us route your e-mail. *

Please select a category

✓

b. Provide a URL if possible

If your question pertains to a specific page, please provide the URL in the box below to expedite handling of your e-mail.

Please select a category	✓
Changing Software agreement shipping address	^
Diagnostic Passwords	
Drivers, Software & Firmware	
Forums Usage & Navigation	
HPE Support Center General Use & Navigation	
I want to give feedback	^
I want to suggest new features	
Knowledge Base	
MY IT Environment and Device View	
Manage Entitlement Sharing	
Managing Entitlement and Device Groups	▼
Managing Remote Support	^
Partner Access	
Password and User ID Recovery Failure	
Patch Management	
Service Credits	
Software updates and licensing	
Subscriber's Choice	^
Support Agreement, HP Care Pack, and Warranty Linking	
Support Case Manager (SCM)	
Transfer Ownership	
Unlink Entitlement	
Warranty Check	▼



Back up slides

Submit a case

Severity matrix using HPE Support Center

Please select the HPE Support Center Severity according to this matrix

Severity in HPE SC	HPE SC	Your case severity
• Severity 1— • Critical Down	for example, production environment down; production system or product application down/at severe risk; data corruption/loss or risk; business severely affected; safety issues	• Critical
• Severity 2— • Critically Degraded	for example, production environment severely impaired; production system or production application interrupted/compromised; risk of reoccurrence; significant impact on business	• Major
• Severity 3— • Normal	for example, non-production system (i.e., test system) down or degraded; production system or production application degraded with workaround in place; non- critical functionality lost; limited impact on the business	• Minor • No Impact: Select Severity 3- Normal

Locate my Support Account Reference (SAR) & my Service agreement ID (SAID)

- **SAID: Service Agreement Identifier.** The SAID is a 12 digits reference for your Support Agreement automatically generated by HPE systems. You may have only one SAR per SAID.
- **SAR = Support Account Reference** = The SAR (also referenced as **System Handle, System ID, or Function Location**, is determined by your HPE contract administrator to designate your account. It might be different per location and you may have several SAIDs per SAR.
- SARs and SAIDs are located on your **Support Agreement** document (Document title: Support Account Overview or Support Account Detail)
- See Support Agreement documents examples

Support Account Detail

Special Terms and Conditions No:
Your PO Reference: 1234567-00912
CCRN Number: 998877665544

Equipment Address:
Co

Hardware Contact:
Bob Smith
Tel:
Fax:

Coverage from: 09/14/2012 to: 09/30/2015

Service Agreement ID: 123456789012

Support Account Reference 11R123456789STD12

HP Reference Number: 2099999459

Software Update Address:
Co

NEW YORK, NY 10001

Software Contact:
Bob Smith
Tel:
Fax:

Support Account Detail

Customer Support Agreement
Contract Group: 83202DFG
Your PO Number:

SAID: Service Agreement ID: 123456789012

SAR: Support Account Reference: 11R123456789STD12

HPE Reference No.: 00000000000000000000000000000000

Equipment Address:

Software Update Address:

Hardware Contact:
Tel:
Fax:

Software Contact:
Tel:
Fax:

This quote is valid until 24.04.2016
Coverage from 01.01.2016 to 31.12.2016

[Use the right identifier: SAID, SAR, Packaged support, Warranty](#)

Locate my Support Account Reference (SAR) & my Service agreement ID (SAID)

- SARs and SAIDs are located on your **Support Agreement** document (Document title: Support Account Overview or Support Account Detail)
- SAID: **Service Agreement Identifier**
- SAR = **Support Account Reference** = same as **System Handle** or **System ID**
- See Support Agreement document example

Support Account Overview

AMP ID: 0473079880
Special Terms and Conditions No:

Customer Address:
Hewlett Packard CMS

HPE Address:
Hewlett Packard Enterprise Company
3000 Hanover St.
PALO ALTO CA 94304-1112

Customer Contact:
ons and SALES MGR
Fax: 1

HPE Contact:
CMS SUPPORT ADMINISTRATOR
E-mail: s@hpe.com

This order is governed by the specific agreement referenced below in the comment section. If none is identified, then Hewlett Packard Enterprise's standard terms will apply. Either one is the "Agreement".
Multi-year support renewals are governed by the Exhibit E24 in addition to the Agreement unless otherwise specified.

• Standard Terms: www.hpe.com/docs/customerterms
• Datasheets: www.hpe.com/info/inklibrary

Your Support Access Option: for Service Agreement Customers:

• Manage your service agreement online, visit - <https://sa160.hpe.com/> / <https://exam.hpe.com>
• HPE Support Center - www.hpe.com/support/hpsc

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

Support Account Reference	Service Agreement ID	Coverage Period From: To:	Description	Contract Total/USD
TEST-SFDC-2	1047 3079 8895	04/01/2017 05/31/2018	net	Total Excluding Taxes:

Please refer to the payment schedule for prices to be invoiced monthly in advance.

Print Date 04/04/2017 Page 1 / 2



Thank you