



**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)

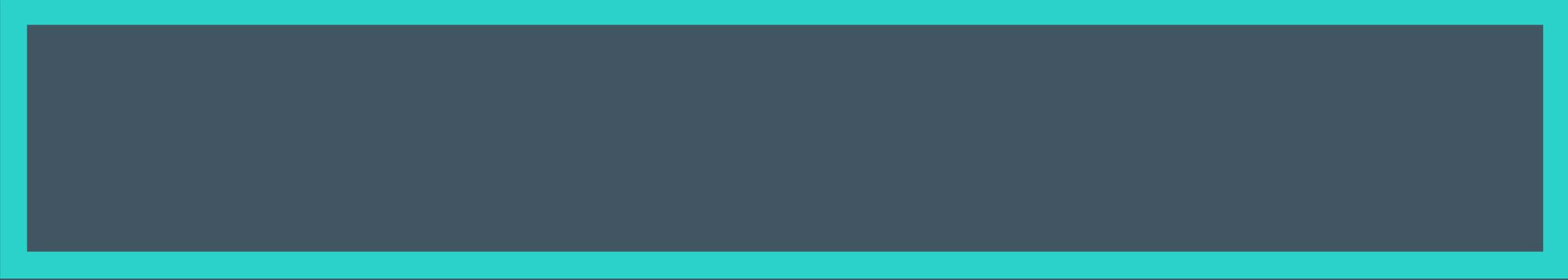
The HPE Support Center Web Portal allows you to:

- 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

More product selection options

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
- Diagnostics passwords

www.hpe.com/us/en/home.html

Hewlett Packard Enterprise

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

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

Solutions Services Products About Us Support

Welcome Catherine Leostic sign-out | Edit your profile

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 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

Note: 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

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
IE1-1-PARIS-3	302-...-53	HW/SW	Dec 31, 2017	Multiple

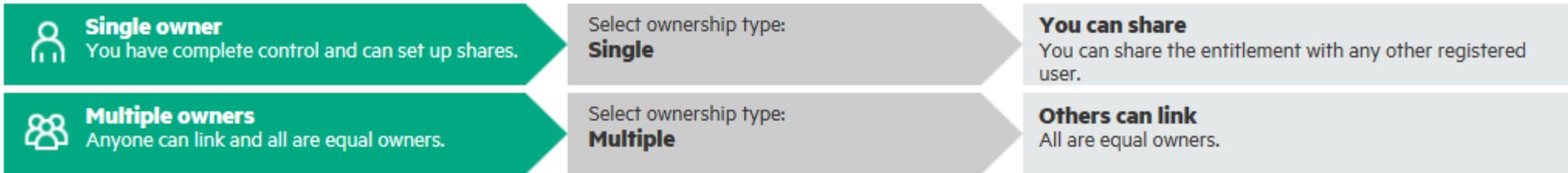
Done

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)

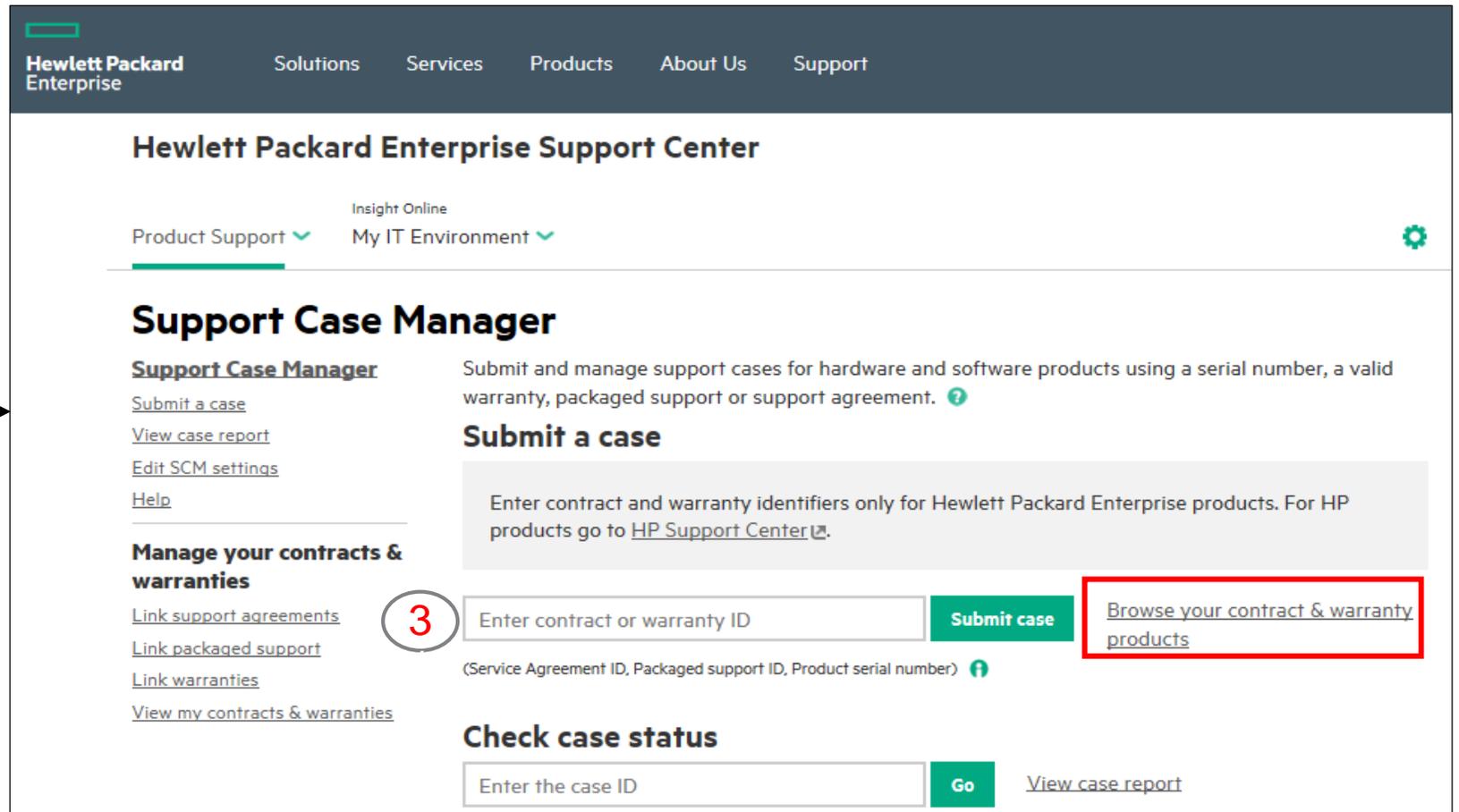
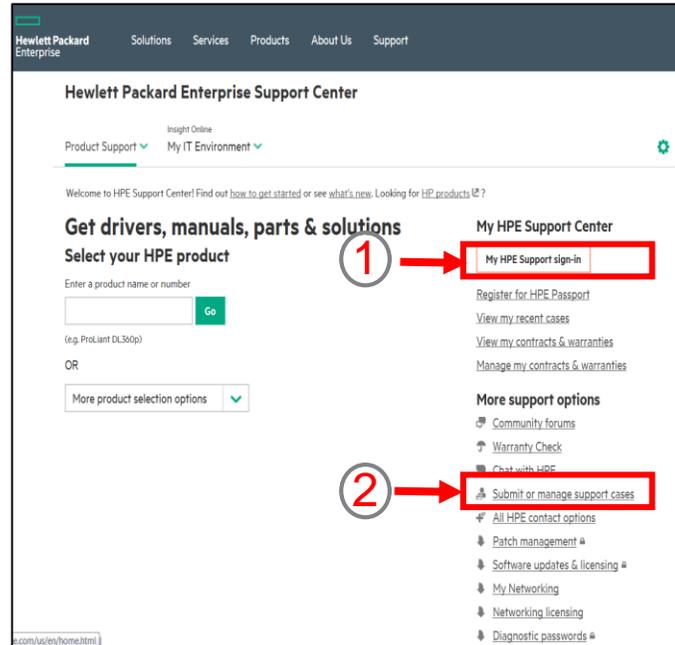
Submit a case in HPE SCM (1/4)

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

Submit a case

Support Case Manager

Manage your contracts & warranties

Browse your contract & warranty products

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

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

Linked support agreements - Quantity: 2

Support Account Reference	Service Agreement ID
...-TELEC	1 2533 ...00
H - PARIS-	107 ... 35

The SAIDs you previously linked to your contract will be listed

Submit a case

Support Case Manager

Manage your contracts & warranties

Browse your contract & warranty products

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

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

5

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

Support Account Reference	Service Agreement ID
...-TELEC	1 2533 ...00
H - PARIS-	107 ... 35

Submit a case in HPE SCM (3/4)

Submit a case

Support Case Manager

Manage your contracts & warranties

Linked support agreements - Selected: 107720855364 (39)

Support Account Reference	Service Agreement ID	Product serial number	Product number	Product description	Action
107720855364	107720855364	CZ...	AD399A	HPE Integrity BL860c i2 Server Blade	Submit a case
		CC...	AM327A	HP BL8x0c i2 8GB (2x4GB) PC3-10600 Registered CAS 9 Memory Kit	Submit a case
		EC...	507127-B21	HP 300GB 6G SAS 10K rpm 2.5-inch Dual Port Enterprise Hard Disk Drive	Submit a case
		SG...	AH387A	HP BL8x0c i2 Itanium 9340 (1.6GHz/4-core//20MB/185W) Processor Kit	Submit a case
		CI...	AM327A	HP BL8x0c i2 8GB (2x4GB) PC3-10600 Registered CAS 9 Memory Kit	Submit a case

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

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Submit a case

Support Case Manager

Manage your contracts & warranties

Case details

Please provide as much information below to aid HPE Support Center to help solve your case.

Required *

Case title *

Operating system/version *

Product Server Drives

Severity

Problem description *

Notes You will be provided the option to email attachments and link the contract or warranty to your profile once you have submitted this case.

Troubleshooting steps taken

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

Submit a case in HPE SCM (4/4)

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Troubleshooting steps taken Please provide any corrective actions you have taken, the results of those actions, and the conditions under which the problem does or does not occur.

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

Customer tracking number

Contact & equipment location Information

Enter information below or select prefills from the dropdown lists. You may modify the contact information. Any changes made here are effective for this case only. For permanent changes, please contact your HP representative listed on your HP customer support service documentation. Enter any additional contact information into the "problem description" under case details.

Contact	Contact (2)	Equipment	Ship to
Contact	Select a contact	Equipment contact name	<input type="text"/>
First name	MTP-G	Equipment contact phone	<input type="text"/>
Last name	TestUser	Company name	HP HPSC Test
Phone number	900 633-6600 Ext <input type="text"/>	Address line 1	8000 Foothills Blvd
Alternate Phone	<input type="text"/>	Address line 2	<input type="text"/>
Email address	karamadai.srinivasan@hpe	Mailstop	<input type="text"/>
Support Case Manager PIN	GBFixedSite	City/Town	Roseville
		State/Province	CA
		Zip/Postal code	95747
		Country/Region	USA

You may enter your own tracking reference to correlate the HPE support case ID to a number used in your internal tracking system.

Enter case contact information

You can preset both contact and equipment information by using the [SHPE Support Case Manager settings options](#)

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Hewlett Packard Enterprise Support Center

Submit a case

Your case was successfully submitted. Please note your Case ID: 5319410783 for future reference.

An email confirmation will be sent to the case contact. Hewlett Packard Enterprise will contact you to begin work on your problem based on your contract or warranty coverage.

Add attachments to case:

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Manage your contracts & warranties

[Link support agreements](#)

[Link packaged support](#)

[Link warranties](#)

[View mv contracts & warranties](#)

Click this link to send attachment to gsd_csc_case_mgrntr_@hpe.com (Maximum size is 10 MB)

Case information

Case ID:	5319410783
Case title:	THIS IS A TEST Do not consider
Severity:	3-Normal
Service Agreement ID:	107-...-34
Product serial number:	EC...W8
Product number:	507127-B21
Submitted:	5/3/2017 7:42:07 PM
Last updated:	5/3/2017 7:42:07 PM
Source:	Web
Case status:	Received by HPE

Case details

Operating system/version:

Product: Server Drives

Product vendor:

Problem description: THIS IS A TEST Do not consider

Troubleshooting steps taken: THIS IS A TEST Do not consider

Contact & equipment location information

Contact	Equipment
First name: Catherine	Company name: HPE
Last name: Logistic	Address line 1: No address
Phone number: 04 +33 6 12 34 56 78	City/Town: No address
Email address: catherine.leostic@hpe.com	State/Province: No address
	Zip/Postal code: No
	Country/Region: FRANCE

Update a case - adding details and/or attachments

Case details & history Service & parts

Update, add attachment or request to close this case

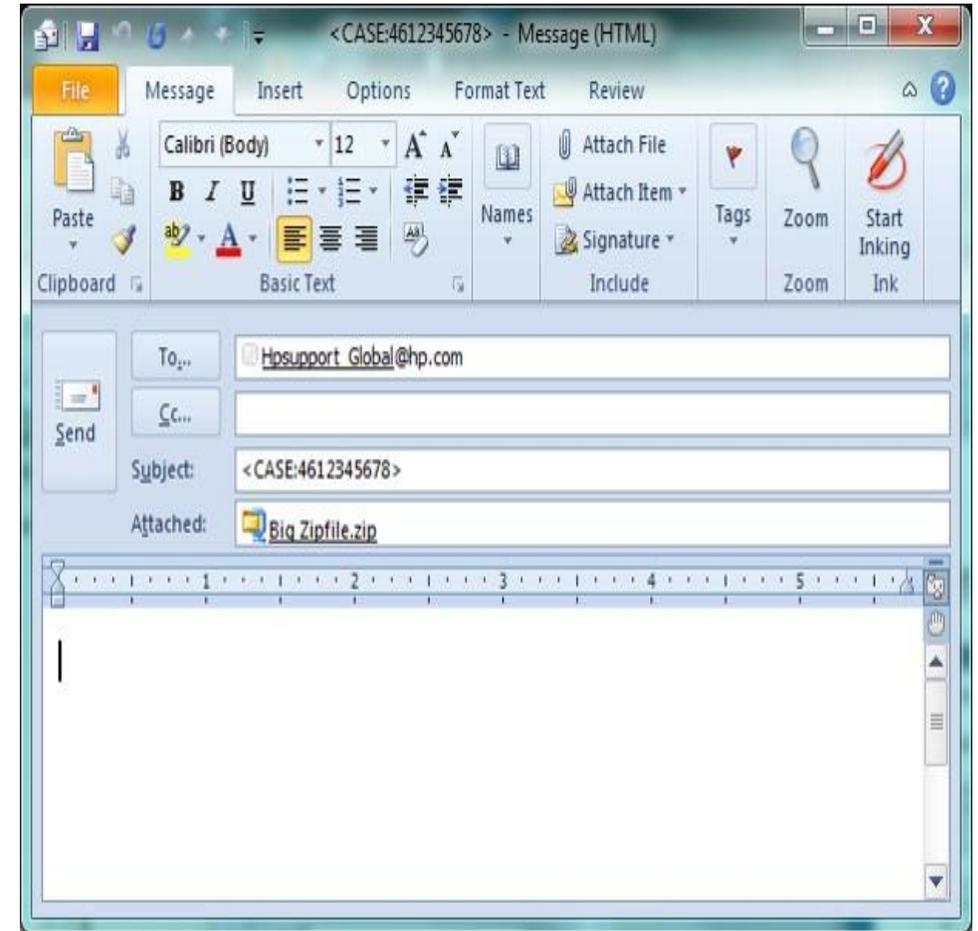
You may add comments or request to close this case in the field below and click update. ⓘ
(Maximum length = 30,000 characters)

Add additional information,
TEXT only in this section

HPSupport_Global@hp.co (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



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

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

Case details & history

Service & parts

If updates are needed, click on update



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: addrline2 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. ⓘ

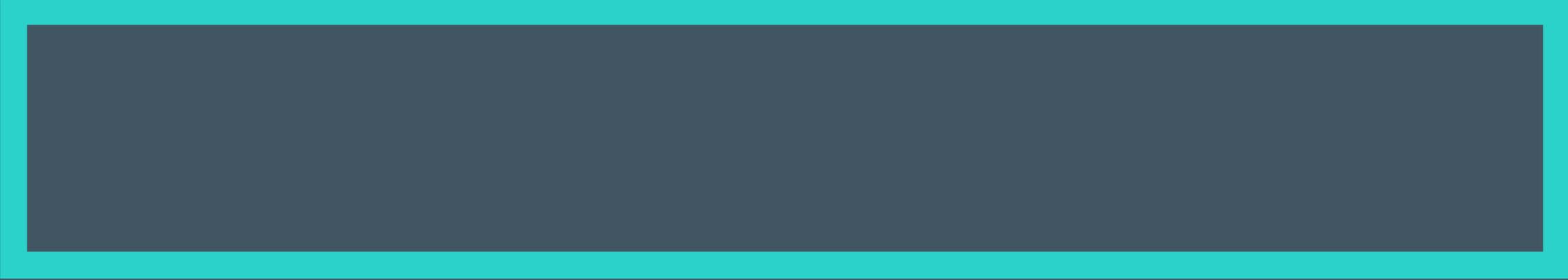
Support Case Manager PIN

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.

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](#)

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

Phone assistance →

HPE Support Center Site Help

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?](#)

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.

Change your Passport Profile

General Product Search

Site help is available from any page

Hot Links to various topics

Send email about HPE Support Center usage

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

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

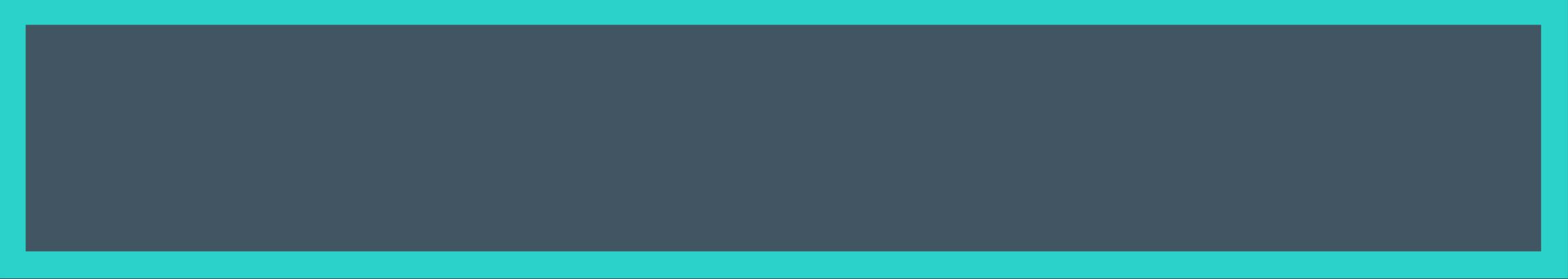
Select a question from the category list below to help us route your e-mail. *

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 	Managing Remote Support 
Changing Software agreement shipping address 	Partner Access
Diagnostic Passwords	Password and User ID Recovery Failure
Drivers, Software & Firmware	Patch Management
Forums Usage & Navigation	Service Credits
HPE Support Center General Use & Navigation	Software updates and licensing
I want to give feedback 	Subscriber's Choice
I want to suggest new features	Support Agreement, HP Care Pack, and Warranty Linking
Knowledge Base	Support Case Manager (SCM)
MY IT Environment and Device View	Transfer Ownership
Manage Entitlement Sharing	Unlink Entitlement
Managing Entitlement and Device Groups 	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
<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Critical
<ul style="list-style-type: none"> Severity 2— Critically Degraded 	for example, production environment severely impaired; production system or production application interrupted/compromised; risk of reoccurrence; significant impact on business	<ul style="list-style-type: none"> Major
<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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

Equipment Address:

Software Update Address:

Hardware Contact:

Software Contact:

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 ans 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/doc/customerterms
- Datasheet: www.hpe.com/info/inklibrary

Your Support Access Option: for Service Agreement Customers:

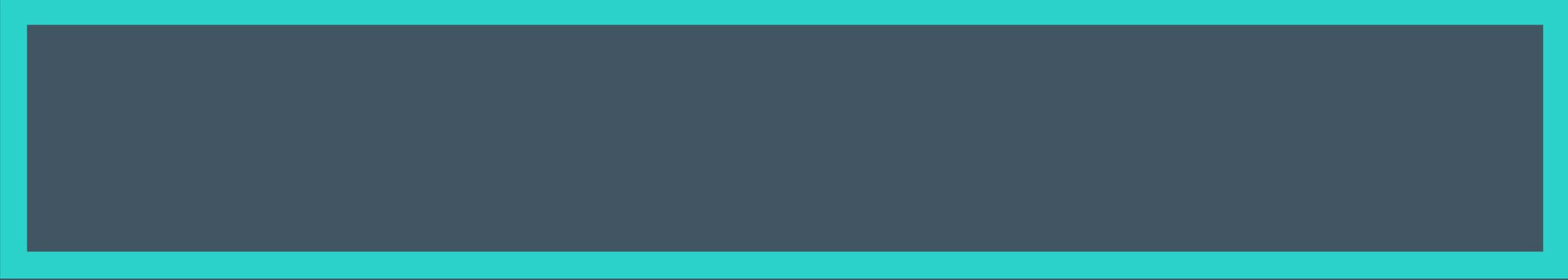
- Manage your service agreement online, visit - <https://s360.hpe.com/> / <https://esam.hpe.com>
- HPE Support Center - www.hpe.com/support/hpsc

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.

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Thank you