

CUSTOMER SUPPORT GUIDE

IPG ENTERPRISE SOFTWARE



Welcome to IPG Enterprise Software Support

Hewlett-Packard's IPG Enterprise Software Support team is committed to ensuring your success. This handbook provides guidelines and reference materials that will allow you to maximize your HP 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 IPG Enterprise Software Support services, we also want to encourage you to review our HP Exstream website at www.hp.com/go/exstreamsupportresources.

About HP's IPG Enterprise 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 revenue generating potential in your environment. HP is dedicated to resolving your software product issues and ensuring that you gain the most value possible from the HP Exstream solution.

IPG Enterprise Software Support brings a unique perspective built from serving thousands of HP customers for many years. Our Support team consists of seasoned Support engineers with skills and experience in HP Exstream.

HP Exstream 9x5 Extended Support Offer

A summary of offer features is as follows:

Features	Specifications
Software covered thru HP's "9x5 Extended" Support Offer	The '9x5 Extended' support is HP's single and recommended support offer for the following HP software products: <ul style="list-style-type: none">• HP Exstream Design and Production• AFP Studio• HP Exstream Remote Collaboration• Live/Interactive Documents• HP Output Server• Smart Office Delivery for the HP Output Server

Support Hours	<p><u>Severity 1*</u> - 24 hours per day. Monday-Sunday, including holidays</p> <p><u>Severity 2, 3, and 4</u> – Monday through Friday, 8:00am thru 5:00pm for local business hours and local business days for the region in which the support contract resides.</p>
Ways to Access Technical Support	<p>Customers can submit cases via:</p> <p>Software Support Online (SSO) – available 24 hours a day, 7 days a week</p>
Languages	<p>Customer support assistance is available in several languages. HP can normally provide support for its products in any of English, Dutch, French, German, Italian, Spanish or Portuguese. Depending on engineer availability, support may additionally be available in other languages. Support out of prime local business hours may be provided in English only.</p>
Response Time	<p>Response goals are 2 hours, 6 hours, 8 hours and 1 business day for Severity 1 thru 4, respectively. Response time goals in no way create a legal requirement or obligation for HP to always provide such response in the stated time.</p>

*Note: For a Severity 1 issue, HP provides 24x7 support for issues creating either a total disruption of production or other critical business impact. In these situations the on-call technical engineer will make contact within 2 hours via information provided by the customer to the support service desk administrator or logged directly into HP online software support.

Support Service Change Notification Procedures

HP will provide customers 60 notice prior to any changes to our support service offer.

Important Reference Information

My HP Order Number

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

Important – My HP Order Number(s):

My Support Agreements

A Service Agreement ID (SAID) is your unique support identifier with HP. The SAID is required when contracting HP with questions and for accessing technical support. If you need to log an incident and have not received your SAID, please contact exstreamca@hp.com for assistance.

Important – My Support Agreement ID(s):

Technical Support

Logging a Support Incident

Technical Support entitlement commences on the date of purchase. You can log incidents electronically or by phone. Once you have logged an incident, you will receive an incident ID within minutes. Once a solution has been defined, your incident history will include the resolution; this way you can review your incident at any time and retrieve this valuable information for future references.

Before Logging an Incident – Information Needed

- Support Agreement ID (SAID) of the contract that contains the product for which you need assistance
- Your contact information
- System information – what product is failing? Which version? What machine is the product running on?
- Problem description – What are the expected results, what are the symptoms?
- Nature of problem – When did the problem begin? What has changed since it's last functioned? Can the problem be reproduced?

Submitting an Incident Electronically

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

Prior to submitting incidents online, please make sure to register on Software Support Online (SSO) by creating an HP Passport User ID and Password. You can then link your SAID(s) to your HP Passport User ID. HP recommends that each user of SSO creates a separate HP Passport User ID under their name. This helps to ensure that case communications are routed to the correct person.

To add an SAID to your existing HP Passport account, please follow these easy steps.

- Log in using your HP Passport account
- Click “Edit your profile” at the top of the page.
- Choose “Edit Service Agreement Identifiers (SAID)”
- Enter your support contract’s SAID into the field and click “Add”
- To review all support contracts tied to your HP Passport Account, click “List Contracts” on the left navigation bar.

You are now ready to log the incident at:

<http://support.openview.hp.com/casemanager/newincident>

When submitting an incident, please make sure to select the appropriate severity level. Severity levels and response time goals are:

Severity Level *	Description	Definition	Response Time Goal
Severity 1	<u>Critical:</u> Production system down	HP product is unusable, resulting in total disruption of production or other critical business impact. No workaround is available.	2 hours
Severity 2	<u>Serious:</u> Major feature/function failure	Operations are severely restricted	6 business hours
Severity 3	<u>Medium:</u> Minor feature/function failure	HP product does not operate as designed, minor impact on usage, acceptable workaround deployed/is available	8 business hours
Severity 4	<u>Low:</u> Minor problem	Documentation, general information, enhancement requests, etc.	Within 1 business day

Response time goals are provided as typical initial response times to support request. Response time goals in no way create a legal requirement as or obligation for HP to always provide such response in the stated time.

For newly received Severity Level 1 incidents, HP will confirm with the customer their final severity. Final selection for the case is determined by HP and the customer reviewing together the published HP severity definitions and gaining agreement on the customer's selection for their business situation.

Opening an Incident by Phone

Severity 1 issues response is available 24 hours per day, 7 days a week, including all bank, public and HP holidays. Support hours for lesser severity issues (2,3,4) are 8:00am to 5:00pm local business hours and local business days.

North America, Canada	+ 1 800 633 3600 The Interactive Voice Response will welcome you with: "Thank you for calling HP Contract Support. This call may be monitored and recorded for quality purposes". "Our system is now voice-activated." If you know your shortcut, please say it now. <pause> To request a hardware installation you can use a shortcut to request an installation. Otherwise, feel free to interrupt me as soon as you hear the type of product you're calling about. You can say 'Printer', 'Server', 'Notebook', 'Desktop', 'Workstation', 'Storage', and 'Software'. <You will say "Software"> Okay, what is the name of the product you are calling about? <You will say Exstream Dialogue > For that product, I will need your service id, please say or key your 12 digit service id <You will enter SAID> Please remember to say HP Exstream Dialogue as the product and your call will be routed to the correct engineer.
Central America, South America	+ 1 770 343 5002
Mexico	800 501 9800
Mexico City	+52-55-5258.4500 or 800-501.9800 (toll free)
Europe, Middle East and Africa	
Austria	8 1000 2000 Select Option 6

France	825 00 4-123 Select Option 6
Germany	1-805 332 525 Select Option 6
Ireland	1850 924 590
Italy	+39 02 4527 9050 Select Option 5
Russia	+7 (499) 922 1611
Spain	+34 912 754 999
Switzerland	848 800 724 (German) +44 (0) 203 027 7238 (other languages)
UK	+44 (0) 845 161 0050 Select 1, then 6
All other countries *	+44 (0) 203 027 7238

*HP Software call taking is offered in English, German, French, Italian, Spanish and Russian.

Australia, New Zealand, Asia Pacific

Australia	+61 2 8023 8760
China	800 819 2140 800 810 3860
India	000800 440 1777
Korea	+82 2 3483 7286
New Zealand	+64 9 912 9007
Singapore	+65 6622 1427
All other countries *	+65 6622 1426

* HP Software call taking is offered in English, Chinese, Japanese and Korean

Incident Review and Tracking

The easiest way to check the status of support incidents is by accessing SSO. You may also call HP to request status information. Online incident logging allows you to track your incident at: <http://support.openview.hp.com/casemanager/incident-index>.

In order to track incidents online you will need to create an HP Passport account and edit your profile to include the SAID(s) related to your HP Exstream products.

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

Open: The case is submitted and pending assignment to a Support specialist.

Work-in-progress: A support specialist is actively working on the case.

Pending Customer: The case is "on hold", pending more information from the submitter. An example of this may be missing data from the attached test case.

Pending Internal: Support has replicated the defect case and passed it on to our R&D organization for repair.

Resolved: Support has answered or solved a case.

Closed: Support has closed a resolved issue. After a case is closed, it cannot be re-opened.

Incident Communication

Support provides feedback in multiple ways to any SSO case when there is a status change. If Support can explain and assist you on the issue, a specialist will document the case and e-mail it to the submitter. In addition, Support updates the communication surrounding the submission into the comments area of the case, allowing for a historical view of the case lifecycle. Support also notifies you when the availability of a maintenance release to a defect is published.

On occasion, your assigned Support specialist may contact you by phone for more information if anything is missing or ambiguous regarding a SSO entry. If you submit a severity level one – production down case, we will communicate with you by phone.

Incident Submission Tips

When submitting your incident, it is important to break the description into two parts. The first part is the detail. This is a description of the problem encountered. The second part, which is the most

vital to Support, includes the steps to replicate the issue. This is a systematic outline of running your files, provided in the test case and documented to help us quickly assess the issue.

Details

When providing details, follow the guidelines below to help Support quickly respond to your needs:

- Be as specific as possible when you describe the issue.
- Fully explain the observed behavior versus the expected behavior.
- Imagine you are looking at your application for the first time. What information would you need to navigate through the application to find an issue?
- Write as you would a business letter. Pay attention to spelling, capitalization, grammar, punctuation, and readability.
- Use the exact names of items such as applications, documents, pages, variables, and queues. Abbreviating the names of these items, or omitting information, forces Support to search for the issue or put the case on hold.
- Provide the desktop operating system, the type of database, and the production Engine you are using.
- When providing replication steps, include how Support should use the test case to view the issue:
 - Provide the name of the application.
 - Explain how to package and run the application. For example, you may package to output queues or the Exstream Viewer.
 - Identify where the issue is located.
 - Is it for a specific customer?
 - Is it on a specific page?

Writing Replication Steps

Make replication steps simple and clear:

- Number each step.
- Include a single task per step.
- Use complete, concise sentences.
- Use language consistent with HP Exstream Design and Production terminology.
- Use the full name of each object you reference, including applications, documents, and menu options.
- Place objects inside double quotes ("Chart_Test") to make them easier to separate from the other text.

The following is an example of well-written replication steps:

- Open the Design Manager folder Exstream/Test/charts.
- Package and run the "Chart Test" application to the Viewer for customers 23 and 24.
- Look at the pie chart on the first page of the output for customer 23. The labels look correct.
- Go to customer 24. The labels are positioned on top of the pie.
- In Design Manager, drag the "Chart Test page 1" page into the Edit Panel.
- Right-click the chart and select "Chart Legend Properties" from the shortcut menu.
- Under "Label Properties" clear the "Wrap Labels" check box and save the page.

Incident Data Cleansing Procedures

All customers are responsible for cleansing data before sending it to IPG Enterprise Software Support. Responsibility for not sending data that includes personal identification information (such as names, social security numbers, and so forth) to HP lies with HP software customers. HP is not responsible for personal data sent to us to help resolve a support incident. HP Exstream software versions 6.0 and later provides our customers with the 'private data fields' feature, which can be utilized to create cleansed data. Please see the documentation set for more information.

Incident Closure

HP Exstream Support strives to provide customers with an accurate and timely solution to cases. We attempt to provide customers with adequate testing time of new releases or allows for feedback in response to an answered question before a case is closed.

These are the guidelines regarding case closure:

- Product defects where a maintenance release is issued—Your Support specialist contacts you over a three-week period for updates on your testing. Unless Support receives a response, a specialist might close the case after three inquiries.
- An informational case—When Support answers a question, a specialist closes the case within 24 to 48 hours unless first resolved by the customer.
- Enhancements or documentation updates—Support closes these cases once the request has been logged with our Product Management group. Please contact your Account Manager if you need to escalate your request further. For an enhancement, Support can open a new case if you have further issues.

Incident Review by HP Exstream Support Manager

In case of concerns regarding the progress of your incident, please contact the engineer who owns the incident to make sure it was properly prioritized based on your business situation and urgency. You may also contact the Americas Support Manager at 678-446-9554.

Non-Technical Incidents

For questions that are non-technical in nature, such as how to use our website, general licensing or your support contract, you may log an incident at:

www.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. Once submitted, an HP representative will be in contact.

You may also contact exstreamca@hp.com for assistance with non-technical issues.

Testing Your Issue

Support recommends that you always move your troubleshooting process into your design environment. Many issues arise in production testing. Because the HP Exstream Design and Production engine is the same code base in almost every situation, you can duplicate the issue on your desktop.

Important Note: The NT Local engine is the engine distributed with the Design and Production workstation executables. It is functionally identical to the NT Production Engine, with the exception of the debug/trace functionality and a generic watermark message it places on each page.

Submitting a local test case helps Support quickly and accurately troubleshoot any technical issue reported through SSO. Support uses the NT Local Engine to make the first Engine test because it is the easiest for Support or Development to debug. Since Support replicates more than 95% of submitted cases on the NT Local Engine, it is best to test all issues on your workstations with this Engine before submitting them via SSO.

The best way to replicate an issue is to go from start to finish. To do this, Support must package your application and run the Engine, which requires test data source files. Support requires the application and all supporting files for maximum flexibility when testing a case (See The Test Case section and the Required Files section in this guide for more information).

The Test Case

Support may need various files to reproduce your case. HP Exstream Design and Production applications are very dynamic. Even if two people design the same basic application at the same time, they are probably not identical. The quickest way to get a solution is to provide Support with

your application and files when you submit a case. Support will not create a test case to replicate an issue. All defects and technical design-related questions must be accompanied by a test case, including the application and all the data files necessary to run it.

Required Files

Technical Support will need the following:

- The application. HP Exstream Design and Production allows for object unloading, so only the application at fault can be extracted and provided (XOB). See below.
- The files* required to run the application. They must be in the same format the engine expects them, regardless of platform. If you performed any desktop troubleshooting, these files are the 'local mode' data.
- Any control files you are using.
- A copy of your engine message file from a run where the issue occurs. Include this even if the issue does not seem to be detailed in the message file; Support can still get important information from this file.
- Other files external to HP Exstream Design and Production, such as resource manager files, images, RTF files, and, if using non-standard resources, the fonts used.

You do not need to provide Support with a PUB file. With the application provided in XOB format, Support recreates the PUB file based on their operating environment.

* You should cleanse data before sending it to HP Exstream. Do not include personal identification information (such as names, social security numbers, and so forth). Please notify HP Exstream in writing prior to sending data to us with personal information. We are not responsible for personal data that you should not have sent. HP Exstream version 6.0 (and later) has the 'private data fields' feature, which can be utilized to create cleansed data. Please see the documentation set for more information.

Additional Files for Production Engine Problems

If you encounter an issue that occurs only with your HP Exstream production engine, Support may require additional files, depending on the production environment. If you are having issues with the Windows NT HP Exstream production engine, the standard test case files suffice.

For z/OS Engine issues, Support requires your JCL, control file, and any procedures you are using. These files have a direct bearing on the Engine and could be the source of the issue. You must download your files from the mainframe (usually as binary CRLF), so Support can upload them to our local mainframe. This process takes longer because Support must modify your JCL and control file to match the HLQ and PDS structure.

For UNIX issues, Support requires the scripts that launch the HP Exstream production engine with the standard package of files.

Testing on a production platform takes longer than testing on NT. You are encouraged to test on NT before submitting cases to Support.

Archive Files

Archives are files that contain other files. Typically, the files in an archive are compressed. Archives usually have file names ending with .zip, .gz, or .tar, depending on how they were created. Archive files save time and space and make downloading software and transferring files via SSO faster.

How Does Support Use a Test Case?

Support uses your test case to examine all properties and objects specific to your application. The test case lets Support view the parameters you have selected for the environment, output devices, and queues—and it provides an accurate response to your specific concern. You use SSO to enter information about your test case in the case details.

Support prefers you include an XOB (or Access database using UpdateDB to copy it to Access if using a non-Access database platform) and all data files necessary to run your application. Depending on your platform, Support may request that you provide a backup of your Oracle, MS SQL Server, or DB2 database.

Maintenance Priority and Delivery

After HP Exstream corrects a defect, it is compiled into the latest build of the software. This build then passes through our Quality Assurance regression processes and, when approved, will be made available on our website in one of two ways:

Periodically, we provide a Maintenance Release. This is a full suite of all products at the new build level (e.g., 7.0.624) including HP Exstream Design and Production, Interactive Documents, Remote Collaboration, Output Productivity Tools, LAL, Command Center, Delivery Manager and the Connectors. The current schedule for maintenance releases is as follows:

7.0	~Monthly, posted to MyUpdates.
8.0	~Monthly, posted to MyUpdates.
Maintenance Releases	~Monthly, posted to dedicated HPRC FTP site.
Output Productivity Tools	~Semi-annually, posted to MyUpdates.

Live Application Library	~Semi-annually, posted to MyUpdates.
Delivery Manager	As needed – and coincident with new releases of Delivery Manager and Command Center, posted to MyUpdates.
Command Center	As needed – and coincident with new releases of Command Center, posted to MyUpdates.
Connectors	As needed— and coincident with HP Design and Production maintenance. Posted to MyUpdates.

Release frequencies can fluctuate based on business conditions.

In all cases, a production down issue results in a new build as soon as the fix is tested and ready for release. “Production down” issues are not subject to the above schedule and are delivered via a temporary FTP site.

To be responsive to our customers experiencing defects, the approach above is not suitable for expedited delivery. The second method is sub-set delivery referred to as a “Latest Available” release. In this method, we release each component as soon as it has passed module regression testing, regardless of the status of the other products in our suite. We target these releases specifically to customers who have corrections in that build, though the software will be available online for all customers. Releases made in this manner contain the prefix ‘LA’ in the naming convention (e.g., EX_LA_7.0.622_143022.zip).

HP Exstream documents the fixes applied to each release. Both the maintenance release and the latest available release include these release notes.

Important Note: We cannot make a code correction to the specific maintenance build in which the case is originally reported. All corrections are made in the latest code based on the next scheduled release for the major version of the product in which the issue is reported. For example, if the version in which you are experiencing a problem is 7.0.617, and our latest available release is 7.0.623, then any fix provided will be in 7.0.624 or later. The correction cannot be applied to 7.0.617.

Versions Supported and Obsolescence

- Support will be provided for a minimum of 36 months for any new releases.
- Extended support plans may be available for specific out of support products.
- We offer a professional services upgrade program to consult with customers and assist them with the upgrade process.

Consistent Coverage Policy

HP has a Consistent Coverage requirement for Support Services on Software. Customers must consistently support all or none of their licensed software. HP's consistent coverage policy is:

1. Customers must either order support for all of their licensed software or elect to support none of their licensed software on a product-by-product basis.
2. Add on modules require consistent support across all related modules.
3. Customers have the option to support all or none of their software that is in use. This option requires the customer to sign a Maintenance Decline Notification letter certifying that the software licenses that will not be supported are no longer in use and will not be put back into use until after support for those licenses is reinstated.

Escalations

If at any time a software code requires correction during the maintenance delivery cycle, or if the resolution time has exceeded the expected time as noted, the case can be escalated by request to the HP Exstream Support Escalations Manager or your HP Exstream Account Manager. Support Management will monitor all escalations and notify and involve senior HP Management, as required.

Support Tools

Software Support Online (SSO)

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

- Online accesses to HP's knowledgebase of thousands of documents.
- Online case submittal and tracking
- Information on available HP Services and Support Offerings
- Software updates
- Enhancement requests
- Latest information on HP Software Support

For information on how to navigate SSO and to take full advantage of all of its features, please take a few minutes to review the online training guide at:

<http://support.openview.hp.com/pdf/sso/index.html>

MyUpdates – Software Update Portal

MyUpdates replaced Software Update Manager for HP Exstream products. You can download the latest version of software from My Updates. You will need your HP Passport log-in and Support Agreement Identifier (SAID) to access My Updates. My Updates can be accessed from the SSO portal at www.hp.com/software/updates Advantages of My Updates include:

- Direct access using a single-sign-on to the portal from SSO (at www.hp.com/go/hpsoftwaresupport > Downloads or directly through www.hp.com/software/updates).
- Easy download of the latest software version under support.
- Accessible by multiple persons.

Support customers can tie their support agreement identifiers (SAID) to their HP Passport profile. Please see section 3.1.2 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 www.hp.com/go/driversignup

Customer Communications

In order to keep you updated with the latest support information, you will receive email notifications from HP’s Subscriber’s Choice. You can sign up to receive email notifications when new software versions are available.

- Visit Subscriber’s Choice at: <https://h30046.www3.hp.com/SubChoice/country/us/en/subhub.aspx>
- Login in using your HP Passport account.
- If you have never accessed Subscriber’s Choice before, click on the “Register” button under “New Subscriber?”
- Enter your email address and select your country.
- Click the checkbox next to “Driver and Support alerts.”
- Click the “Continue” button at the bottom of the page.
- Under column A, click the +sign next to “Software.”
- Locate the product of interest and click on it.
- Select the product in column B.
- Complete the information in the rest of the form and click the “Submit” button.
- You can select additional products by selecting the products in columns A and B on the next screen.

For more information on Subscriber's Choice, see:

<https://h30046.www3.hp.com/SubChoice/country/us/en/faq.aspx>

Customer Support Information Website

We encourage you to bookmark and frequently review the HP Exstream Customer Support website at www.hp.com/go/exstreamsupportresources. This site has up to the minute information on Support Alerts, Product Announcements, helpful documentation and much more.

Support Documentation

You can search for support documentation to help resolve technical questions. Access SSO at <http://www.hp.com/go/hpsoftwaresupport>. Type in the key words to describe your question in the search box at the top of the page. Click the arrow next to the search box to see the resulting documents.

You can use the advanced search capability on SSO, as well. After logging into SSO, click on the "Self Solve" tab. Type in the key words to describe your question in the search box. Narrow your search results by selecting the product, version, operating system, and document types of interest. Click the "search" button at the bottom of the page to review your results.