

CUSTOMER SUPPORT GUIDE

IPG ENTERPRISE SOFTWARE

HP Output Management Edition



Welcome to IPG Enterprise Software Support

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

About HP 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 Output Management solution.

IPG ES 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 Output Management products.

IPG Enterprise Software 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 Output Server• Smart Office Delivery for the HP Output Server
Support Hours	<u>Severity 1*</u> - 24 hours per day. Monday-Sunday, including holidays <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.
Ways to Access Technical	Customers can submit cases via:

Support	IT Resource Center (ITRC) – available 24 hours a day, 7 days a week
Languages	Customer support assistance is available in several languages. HP can normally provide support for its products in any of English, Dutch, French and German. 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.
Response Time	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.

*Note: For a Severity 1 issue, HP provides 24x7 support for issues creating a critical business impact. In these situations the on-call technical engineer will make contact with the support service desk administrator within 2 hours with information provided by the customer.

Support Service Change Notification Procedures

HP will provide customers 60 days 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 and allows an unlimited amount of users in your environment to log an incident.

The HP Information Technology Resource Center (ITRC) customer support Web site is the online tool for logging an HP Output Management incident. To connect to the ITRC, simply go to <http://www.itrc.hp.com>, click login and enter your user ID and password.

Prior to submitting incidents online, please make sure your ITRC User ID and SAID are linked. You can do so by following these steps:

- From the ITRC menu, click My Profile.
- Under 'Enable Access to Additional ITRC Services', click 'link a Support Agreement to your User ID'.
- Enter your SAID and system handle in the space provided and then click 'Link'. If there is a problem with your SAID or the linking process, contact exstreamca@hp.com for assistance.

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 requests. Response time goals in no way create a legal requirement or obligation for HP to always provide such response in the stated time.

For newly received Severity Level 1 incidents, HP will confirm through discussion with the customer that the incident fulfils the criteria of "Production application down," and HP reserves the right to downgrade, in case the incident does not.

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 Output Management**> 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 Output Management as the product and your call will be routed to the correct engineer

Central America, South America

+ 1 770 343 5002

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	0848 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 Communication

Support provides feedback in multiple ways to any ITRC 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 an ITRC 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 describing the issue.
- Fully explain the observed behavior vs. 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 if you were writing a business letter. Pay close 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.

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 Output Management solution 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.

Incident Data Cleansing Procedures

All customers are responsible for cleansing data before sending it to IPG ES Support. HP software customers are responsible for ensuring data sent to HP does not include personal identification information (such as names, social security numbers, and so forth.) HP is not responsible for personal data sent to us to help resolve a support incident.

Incident Closure

IPG ES 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 allow 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 IPG Enterprise 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 IPG ES Support Management team:

- Americas – Valerie Moore (Valerie.Moore@hp.com)
- EMEA and APJ – Clare Pilgrim (Clare.Pilgrim@hp.com)

Non-Technical Incidents

For questions that are non-technical in nature, such as (but not limited to) how to use our website, support access, downloading software or your issues related to your SAID, you may log an incident by contacting exstreamca@hp.com.

Testing Your Issue

Support recommends that you always move your troubleshooting process into your test environment. Many issues could arise in production testing and most issues, you can duplicate on your test install of HP Output Server.

The Test Case

Support may need various files to reproduce your case. HP Output Management components are very dynamic and even if two people design a custom delivery pathway at the same time, they are not always identical. The quickest way to get a solution is to provide Support with the files and parts of your installation as from your Support Specialist identified and requested after the case was opened.

Required Files

Support may need individual files to troubleshoot your issue. A partnership with Support is required to successfully isolate your issue.

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 ITRC faster.

VERY IMPORTANT: You should cleanse data before sending it to IPG ES Support. Do not include personal identification information (such as names, social security numbers, and so forth). Please notify us in writing prior to sending data to us with personal information. We are not responsible for personal data that you should not have sent.

Maintenance Priority and Delivery

IPG ES Support works directly with you on reported cases to determine the impact of the issue. Based on this partnering approach, we can effectively communicate internally to prioritize product corrections. If a case requires urgent attention during the support process, please contact your assigned Support specialist.

If Support can provide a solution that allows you to move forward quickly when difficulties arise, Support may find it necessary to modify the reported case severity level, but will contact the customer if changes are required.

After a defect is corrected, it is provided in a service pack. When a service pack has been reviewed by our Quality Assurance processes and, when approved, it will be made available online in one of two ways:

- Periodically, we will provide a Service Pack Release created for the different HP Output Management products including HP Output Server, HP International Printing for HP Output Server, HP Output Server Smart Office Delivery, HP Output Manager for HP Software. HP Output Manager for Oracle Applications, etc. A Service Pack is released when all components have passed intensive regression testing. The Service Packs are available for download through MyUpdates. Release frequencies can fluctuate based on business conditions.

- To be responsive to our customers experiencing defects impacting production, the approach above is not always suitable. The second method is sub-set delivery, referred to as a “Hot Fix” release. In this method, we release a specific fix, based on the latest Service Pack level to address a particular issue. That Hot Fix will be included in the next release cycle of Service Packs. A HotFix is provided to a specific customer as business needs demand.

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 HPRC FTP.

IPG Enterprise Software documents the fixes applied to each release. Both the maintenance release and the latest available release include these release notes.

Important Note: Maintenance builds of any release type are considered fixes. We cannot make a code correction to the specific maintenance build for which the case was originally reported. All corrections are made in the latest code based on the next scheduled release for the major version of the product. For example, if the version in which you are experiencing a problem is HP OS 3.5.0.9.0.10, and our latest available release is 3.5.0.12.0.17, then any fix provided will be based on the code of 3.5.0.12.0.17 or later. The correction cannot be applied to the code based on 3.5.0.9.0.10.

Versions Supported and Obsolescence

- Support will be provided for the current release and previous two releases.
- Support will be provided for a minimum of 24 months for any new releases.
- Extended support plans may be available for out of support products.
- We offer a professional services upgrade program to consult with customers and assist them with the upgrade process.
- Exceptions
 - HP Output Server 3.3 and 3.5.1 are discontinued with the release of HP Output Server 4.0. HP Web Delivery 1.3 and 1.4 are discontinued with the release of HP Web Delivery 1.6.
 - HP Output Server 3.5 support will continue beyond the release of HP Output Server 4.0. Support discontinuance timeframe will be announced 12 months prior to implementation.

Consistent Coverage Policy

IPG ES Support 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 IPG ES Support Escalations Manager or your HP Output Management Account Manager. Support Management will monitor all escalations and notify and involve senior management, as required.

Support Tools

MyUpdates – Downloading Software Updates and Product Manuals

MyUpdates replaced Software Update Manager for HP Output Management products. You can download the latest version of software from My Updates. You will need an HP Passport log-in with your Support Agreement Identifier (SAID) linked to access My Updates. My Updates can be accessed from the SSO portal at <http://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 <http://www.hp.com/software/updates>).
- Easy download of the latest software version under support.
- Accessible by multiple persons.

To create an HP Passport account, simply follow these instructions:

1. Go to the SSO portal at <http://www.hp.com/go/hpsoftwaresupport>
2. Click on the "register" link at the very top of the page.
3. Enter all the information listed in the form.
4. Remember your user ID and password. You will need to login when you access the SSO portal.

For questions about HP Passport, reference our frequently asked questions at http://h20229.www2.hp.com/news/passport_faq.html

To link your SAID's (Support Agreements) to your HP Passport account:

1. Go to the SSO portal at <http://www.hp.com/go/hpsoftwaresupport>
2. Click on "Check Entitlement" in the "Short-cuts" box.
3. Log in using your HP Passport account.
4. Click "Edit your profile" at the top of the page.
5. Choose "Edit System Handle / Service Agreement Identifiers (SAID)."
6. Enter your SAID into the field and click "Add."
7. Repeat step 5 to link more SAIDs to your HP Passport account.
8. To review all support contracts tied to your HP Passport account, click "List Contracts" on the left navigation bar.

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.

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 IPG ES 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.

Self-Solve Knowledgebase

The self-solve knowledgebase includes tips, workarounds, customer best practices, and prerequisite environment information. The knowledge base accessible via the ITRC provides 24/7, easy-to-use recommendations. Articles usually address specific issues that may only apply to a narrow audience. Support team members are the primary source for this information. We base many of these articles on actual submissions to Support.

Search within all results for:

All words
 Any word
 Exact phrase
 Boolean

[» Help](#)

Search results in English:

1 - 20 of 22

1 | 2 | [Next](#)

▼ Result	Title	» Content Type	» Updated Date
1	IT Resource Center forums - Want to change port number or hostname of your HP Output Server instance ?	ITRC Forums	2008-01-22
2	HPOS 4.0 technical note 3 (15685)	Manual	2009-05-01
3	HPOSSOD 1.0 Technical Note (14228)	Manual	2008-08-25
4	SAPconnect (14274)	Manual	2008-08-25
5	HPOS 3.5 SAPConnect (9998)	Manual	2008-08-25

