

Requesting a Disaster Recovery Key or Disaster Recovery Test Key

January 2012

HP Exstream Customer Support

Please follow the instructions below when requesting a Disaster Recovery Key or Disaster Recovery Test Key.

What customers need to know before submitting request:

1. Your company's SAID (Service Agreement Identifier)
 - Contact exstreamca@hp.com if you do not know your company's SAID.
2. The type of key that is needed:
 - *Disaster Recovery Key*

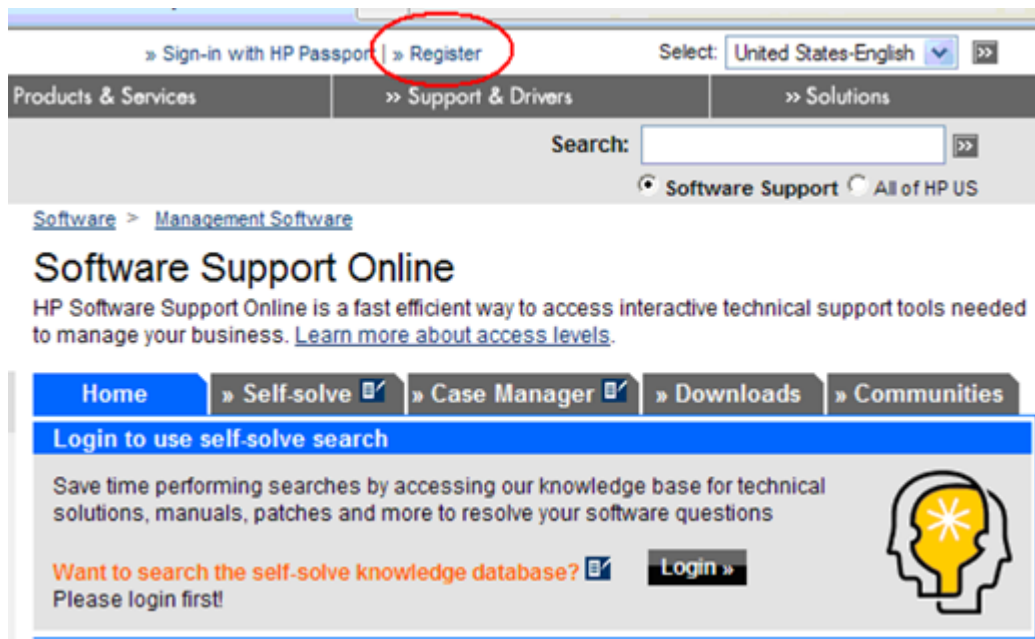
In the event of a disaster that results in the indefinite failure of the Production Environment, customers may install the Software on other systems or at emergency use locations for the temporary convenience of the customer, provided that the customer notifies HP as soon as reasonably practicable. A software key will be made available after such disaster for as long as the Production Environment is inoperable. In this situation, the Software may only be used on the server that produces production output. If the customer experiences a natural or hardware disaster that causes a production down situation and requires a disaster recover Software Key, the customer must contact HP by reporting the incident via Software Support Online (www.hp.com/go/ExstreamSupport), or by calling HP Exstream Support.(see 'Opening an Incident by Phone' in the [HP Exstream Support Guide](#) for instructions)
 - *Disaster Recovery Test Key*

Customers may download the Software to a server in a Cold Backup Environment, and HP will provide a disaster recovery testing software key based on Customer's testing dates for disaster recovery testing purposes up to six (6) times per calendar year per Operating System licensed. However, disaster recovery testing software keys cannot be used for more than any consecutive two (2) month period. If a customer requires a single disaster recovery testing software key for disaster recovery testing for a time period spanning two(2) months (e.g., January 21 – February 28), issuance of such Software Key will be counted as two (2) of the six (6) key annual limit. Each issued disaster recovery testing software key will expire either at the end of the month in which it is created or at the end of the following month depending on the date requested. In order to request such Software Key, customers must contact HP using the same process as for a true disaster (reporting the incident via Software Support Online (SSO) or calling HP Support and logging a request for a disaster recovery testing software key.

3. The start and end dates of the test if you are requesting a Disaster Recovery Test Key.
4. The version of Dialogue you are running.
5. The operating system in use in the production environment
6. Double byte or single byte key needed.

Process

1. Enter an incident for the HP Exstream Support team through Software Support Online. You will need an HP Passport to submit an incident (instructions below). If you already have an HP Passport, skip to step 2.
 - Navigate to www.hp.com/go/exstreamsupport.
 - Click on the **Register** button at the top of the page to register for an HP Passport.



- Complete the form and click **Continue**.
- Continue to step #3.

2. Navigate to www.hp.com/go/exstreamsupport and sign in with your HP Passport account.

» Contact HP

hp

HP Passport sign-in

HP Passport is a single sign-in service that lets you register with HP Passport-enabled Web sites using a single user identifier and password of your choice.

* = Required field

Sign-in to HP Passport

User ID*

Password*

Remember my user ID

» New users - please register

HP Passport is secure

3. Open an incident by clicking on the **Case Manager** tab.

» Sign-in with HP Passport | Register Select: United States-English

Products & Services » Support & Drivers » Solutions

Search: Search

Software Support All of HP US

[Software](#) > [Management Software](#)

Software Support Online

HP Software Support Online is a fast efficient way to access interactive technical support tools needed to manage your business. [Learn more about access levels.](#)

Home » Self-solve » **Case Manager** » Downloads » Communities

Login to use self-solve search

Save time performing searches by accessing our knowledge base for technical solutions, manuals, patches and more to resolve your software questions

Want to search the self-solve knowledge database?

Please login first!

4. Click **Submit a new case** and then follow the remaining screens per the red, circled options.

[Software](#) > [Software Support Online](#) > [Problem reporting](#) > [Case manager](#)

Support case manager

Powered by HP OpenView ServiceCenter

Welcome,

Use this web site to submit a support case online directly to an experienced engineer. View your current cases and document interaction with your assigned engineer.

- » **Submit a new case**
- » [Advanced case search](#)
- » [Check entitlement](#)
- » [Feedback](#)
- » [Help information](#)

Self-help tools

Use these tools to help solve problems you have prior to submitting a support case.

- » [Self-solve search](#)
- » [Software patches](#)
- » [Product manuals](#)
- » [Discussion forums](#)



Submit a new case

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» Case manager

- » **Submit a new case**
- » [Advanced case search](#)
- » [Check entitlement](#)
- » [Feedback](#)
- » [Help](#)

Related links:

- » [Support home](#)
- » [Self-solve search](#)
- » [Software patches](#)
- » [Enhancement requests](#)
- » [Product manuals](#)
- » [Discussion forums](#)

» Site map

Instructions on submitting a support case

This form lets you create a new support case directly with Hewlett-Packard Support Center. After you complete the form, click the 'next' button. You will be given an opportunity to review your case, before you submit it. After you submit the case you will receive case acknowledgement via e-mail. Currently, Case Manager does not support Kanji characters.

Step 1: Select type of case

[Help](#)

Technical/product

Product.* » Cannot find a product?

- Exstream Application Manager (EAM)
- Exstream Command Center
- Exstream Design and Production
- Exstream Live
- Exstream Live Application Library
- Exstream Output Comp and AFP Prod Tools

Product version.*

- Select a product version...
- Select a product version...
- 08.00
- 07.00

Operating system.*

- Select an operating system...
- Select an operating system...
- AIX
- Linux

Protocol/Extension/Add-in**:

- Unspecified

**Note: This field is only applicable for Mercury products

Non-technical/business

Problem category.*

Select problem category...

SAID.*

Select a SAID...

Step 2: Categorize the problem

[Help](#)

Severity:

1 - Critical

Support case ID:

Will be e-mailed to you after you submit the case.

Step 3: Provide contact information

[Help](#)

The case id will be sent to your e-mail address that you enter here.

E-mail address.*

your_email@company.com

Telephone number.*

859-555-1212

Contact preference:


E-mail Telephone

« Clear

Next »

5. For the **Case title** and **Case details**, please use the text below.

[Software](#) > [Software Support Online](#) > [Problem reporting](#) > [Case manager](#)



Submit a new case

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» **Case manager**

» **Submit a new case**

» Advanced case search

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Related links:

» Support home

» Self-solve search

» Software patches

» Enhancement requests

» Product manuals

» Discussion forums

» Site map

Step 4: Enter problem details [Help](#)

Please enter a short case title and case details in the fields below.

Case title (maximum of 80 characters):*

Request Disaster Recovery (DR) key

46 characters remaining for case title

Case details (maximum of 15000 characters):*

Full Company Name:
Contact Name:
Contact Phone number:
Contact email:

Reason for DR key:

Start Date:
End Date:

Version of Dialogue:
Double byte or Singel byte key?

14797 characters remaining for case details

Attachments [Help](#)

If you have attachments to add to support your case, you will have the opportunity to upload them via the pages listed below:

- On the thank you page displayed immediately after submitting your case.
- On the case details page whenever you view your case.

« Previous Next »

6. Review your entry and submit the case. You will then get a confirmation and will receive an email with your case number.

[Software](#) > [Software Support Online](#) > [Problem reporting](#) > [Case manager](#)

Review and recommendations

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» **Submit a new case**

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Related links:

» Support home

» Self-solve search

» Software patches

» Enhancement requests

» Product manuals

» Discussion forums

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Categorize the problem

Type of case:	Technical
Product:	Exstream Design and Production
Product version:	08.00
Sub-product:	EXS DP Design
Operating system:	Windows
Protocol:	Unspecified
SAID:	
Severity:	Critical
Support case ID:	Will be e-mailed to you after you submit the case.

Problem details

Case title
test case

Case details
test case for opening DR key request

Contact information

E-mail address:	your_email@company.com
Telephone number:	859-555-1212
Contact preference:	E-mail

« Previous

Submit Case »



Thank you, your case has been submitted

» Case manager

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- » [Advanced case search](#)
- » [Check entitlement](#)
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- » [Help](#)

Related links:

- » [Support home](#)
- » [Self-solve search](#)
- » [Software patches](#)
- » [Enhancement requests](#)
- » [Product manuals](#)
- » [Discussion forums](#)

- » [Site map](#)

Thank you for submitting a support case

- Your case has been successfully created.
- You will be e-mailed your case id.
- The information you submitted is displayed below.
- You can print the page for your records.
- You can [track and manage](#) your cases.
- [Provide feedback](#) on submitting a support case.
- After you are done using case manager please sign-out at the top of the page.

Categorize the problem

Type of case:	Technical
Product:	exstream design and production
Product version:	08.00
Sub-product:	EXS DP Design
Operating system:	Windows
Protocol:	Unspecified
SAID:	
Severity:	Critical
Support case ID:	Will be e-mailed to you after you submit the case.

Problem details

Case title
test case

Case details
test case for opening DR key request

Contact information

E-mail address:
Telephone number: (859) 555-1212
Contact preference: E-mail

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If you have additional questions, please contact your regional support manager.

- [Americas](#)
 - Valerie Moore (678-446-9554)
- [Europe, Middle East, Africa, Asia Pacific](#)
 - Clare Pilgrim (+44 7909 687 929)
- [Worldwide Support Director](#)
 - Anita Danford (650-390-4237)