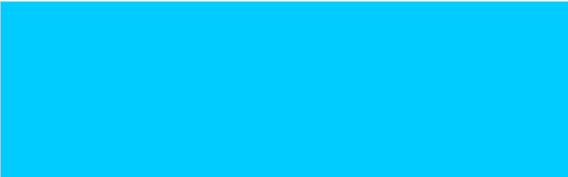# HP Services: Instant Support – Enterprise Edition
Updating Your ISEE Entitlement

The new Service Agreement ID with ISEE…

The introduction of the new HP Customer Support Services portfolio includes a new approach to identifying you and the support services you have purchased.   The new identifier – the Service Agreement ID (SAID) on your support contract - provides you choice and flexibility in doing business with HP.   You have the flexibility to align your support agreements with how you manage your IT environment – from the time of purchase through the use of your support services. Your SAID is valid no matter how you choose to request your services – calling the HP Response Center, accessing services through our innovative web solutions, or by managing your contract on-line. Being system generated, your SAID is globally unique – ensuring the information you trust HP to protect, stays secure.

To ensure a smooth transition and continued used of your HP Instant Support Enterprise Edition (ISEE) services, we need your help to change your ISEE Entitlement information to reflect your new SAID.   To streamline this as much as possible, we have outlined the instructions below.   Please update your information as soon as possible.   If you are a current ISEE user with Critical Services, please contact your HP Account Team to assist you with the update procedure.

Instructions to Update your ISEE Entitlement…

Complete the following process for each ISEE client, now covered by your new HP support agreement:

- Open the HP ISEE UI in your browser:
  http://<client_hostname>:5060/start.html   where <client_hostname> is the fully qualified name of the Monitored Client.
- Log on using your user name and password.
- Click "configuration options" from the left menu bar, and a second window will open.
- Click the "company" link in the new window.
- Under the "Entitlement Information" section, choose "Service Agreement ID (SAID)" from the "Entitlement Type" drop down menu.

Entitlement Information
*required fields

Select the Entitlement Type from the list and enter the Entitlement Identifier.

Entitlement Type* | Service Agreement ID (SAID) ▼

Entitlement Identifier
(Case Sensitive)

| Compaq Contract ID |
| Service Agreement ID (SAID) |
| System Handle |
| Warranty |

Serial Number

Product Number

- Enter the SAID value with **no spaces** from <your new contract>.
  Note: Your SAID begins with the number "1" and is 12 digits long.
- Scroll to the bottom of the page, and click "Submit".
- Your Entitlement Type and Identifier should now reflect your new Service
  Agreement ID.

*Note: Changing any entitlement values (entitlement type, entitlement ID,
serial number, product number) will cause new entitlement incident to be
sent to the HP Support Center and you will receive an Entitlement e-mail
message indicating whether HP has been able to process your new SAID
properly.   If you do not receive a confirmation e-mail, please follow the
instructions in the online ISEE User Guide to contact HP directly.*