

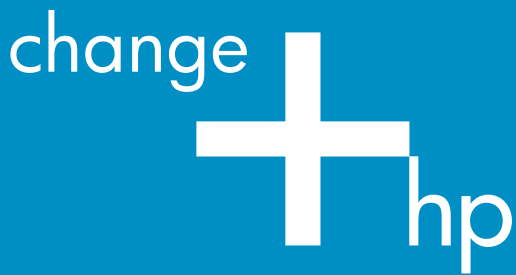
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HP online support resources

Solutions for the adaptive enterprise.





This HP online support resources guide provides quick and easy access to information on HP's comprehensive array of online support tools and services—enabling your best support experience.

Today's competitive business environment demands that you do more with less and reduce costs. HP is simplifying support automation, helping you to create the agile IT environment you need to cost-effectively respond to changing business demands. By combining a global support infrastructure, technology, and people for a seamless support services delivery capability, HP is delivering high value at every stage of the support experience.

Whether you are an IT professional responsible for a multivendor data center, a help-desk professional, or a business professional who depends on reliable desktop systems and printers, HP offers comprehensive support portals and extensive Web-enabled support services to maintain productive systems. In a highly available HP online support environment, you have fast access to the resources you need—whenever and wherever you need them.

The following pages describe the resources HP provides for IT, help-desk, and business professionals.

- **For IT professionals:**
 - IT Resource Center (ITRC)
 - Instant Support Enterprise Edition (ISEE)
- **For help-desk professionals:**
 - Instant Support Corporation Edition (ISCE)
- **For business professionals:**
 - Business Support Center (BSC)
 - Instant Support Professional Edition (ISPE)



Online support resources for IT professionals

IT Resource Center (ITRC)—one-stop support portal for IT professionals

www.itrc.hp.com

<http://europe.itrc.hp.com> (for European HP customers)

With a worldwide registered base of more than 850,000 users, the IT Resource Center (ITRC) is an established online community of IT professionals—and an award-winning portal to multivendor resources for HP-UX, Linux®, MPE/iX, Windows NT®, OpenVMS, and Tru64 UNIX® servers and workstations. The ITRC offers innovative tools—such as tools for logging, tracking, and managing support cases—for troubleshooting and maintaining your systems, as well as dynamic forums to help you collaborate, share ideas, and solve problems. With an ITRC complete solution, you can:

- Search an extensive technical knowledge base
- Research and download patches
- Obtain software updates
- Engage in technical discussions with peers in Support Forums
- Log and monitor hardware and software cases online
- Get high-quality online training at your convenience
- Collaborate online using “HP Live” with HP support experts (available in the U.S. only)

Please note that registration is required to use the ITRC. Linking or associating your active warranties, HP Care Pack Services, or support agreements with your ITRC user ID gives you greater access to various tools on the ITRC (such as case management, Software Update Manager, and more) based on your support coverage.



Use some—or all—of the services that are applicable to your business:

- **Support Case Manager Enterprise Edition**—lets you submit software and hardware support questions directly to the HP Solution Center online, add comments to your open cases, and view the status of your support questions on the Case Summary page
- **Patch database**—helps you locate and download patches and patch bundles, firmware, and HP software products for HP operating systems. You can search for patches by patch name or keyword—or browse the patch list for a specific platform.
- **Software Update Manager (SUM)**—puts you in control of managing software updates by providing electronic update notifications as well as by making updates available for electronic download or delivery via physical media. SUM also provides customized information that reflects your specific contractual agreement.
- **Support forums**—provide you with discussion groups covering servers, storage, workstations, HP-UX, Linux, Microsoft® operating systems (OSs), MPE/iX, Tru64 UNIX, OpenVMS, HP ISEE, management software, digital imaging, printers, multifunction copiers, fax products, print servers, and more
- **Training and education**—offers virtual classrooms with more than 3,000 courses on topics that include UNIX, HP OpenView software and IT Service Management, Microsoft OSs, printing and imaging, storage, networking and telecommunications, databases, and business skills

“The ITRC saves a lot of time. It is faster than phone-based support and the knowledge base is excellent. Our priority is to fix problems as quickly as possible, and the ITRC helps us do this.”

—Frank Bajart, Senior Engineer, Society for Worldwide Interbank Financial Telecommunications (SWIFT)

Instant Support Enterprise Edition (ISEE)—remote monitoring and support solution for multivendor IT environments

www.hp.com/hps/hardware/hw_enterprise.html

HP Instant Support Enterprise Edition (ISEE) is a secure, scalable remote monitoring and support solution for managing your multivendor IT environment. ISEE, a feature of HP warranty support and service agreements, provides components to manage diverse systems from the simple to the complex—including mission-critical and multivendor IT environments. ISEE improves the effectiveness of your IT operations, decreases the risk of unplanned downtime, and enhances your system availability.

ISEE key capabilities include:

- Real-time monitoring, fault detection, and automated fault notification to identify and prevent potential critical problems
- Remote diagnostics and collected configuration information that enable fast restoration of supported systems, storage, and network devices
- Increased IT operations efficiency with automated notification, data collection, and support case logging to the HP Solution Center, freeing internal resources from the need to monitor hardware events

“The longer the delay in recognizing a fault, the greater the risk it poses to availability. By using ISEE over the Internet, we can be confident that all problems are forwarded immediately to HP for prompt resolution.”

—Markus Mayer, System Administrator,
Fronius International GmbH



- Increased accuracy of diagnosis—improving remote resolution time by 20%
- Secure remote access by HP support experts, who can troubleshoot and resolve problems quickly with your authorization
- Improved IT availability and reliability with proactive assessments (available with selected service agreements) such as system health checks, availability measurement, and revision and configuration management

ISEE’s broad range of supported technologies include HP 9000 servers, NonStop servers, Integrity servers, AlphaServers, VAX servers, ProLiant servers, NetServers, Virtual Arrays, Enterprise Virtual Arrays, XP storage devices, and many peripherals. ISEE also supports multiple operating systems, including HP-UX, NonStop kernel, Microsoft Windows® for enterprises, OpenVMS, Tru64 UNIX, Novell NetWare, and several variants of Linux (Red Hat, United, and SUSE). In addition, support can be provided for selected multivendor platforms. For more information, contact your HP account support team or visit the supported products list at:

www.hp.com/hps/hardware/hw_products.html

Online support resources for help-desk professionals

Instant Support Corporate Edition (ISCE)—online troubleshooting for corporate distributed desktop environments

www.hp.com/hps/hardware/hw_corporate.html

Instant Support Corporate Edition (ISCE) is a suite of best-in-class, Web-based troubleshooting tools designed for enterprise desktop IT support. ISCE offers a cost-effective way to quickly find, diagnose, and resolve problems within your organization’s PC, desktop, laptop, handheld, and printer business environments. For more complex

issues, ISCE troubleshooting solutions efficiently escalate up the support chain.

HP ISCE offers self-solve, assisted-solve, and custom options to best meet your needs. End users can solve their own problems using ISCE’s self-solve capabilities, which include:

- PC hardware/Driver software diagnostics
- Knowledge search
- Printer diagnostics
- System health scans that check a system’s overall health and provide recommendations to resolve any issues or improve system performance

ISCE also provides assisted-solve capabilities to assist end users in resolving their problems more quickly. ISCE’s assisted-solve capabilities include Active Chat, with automated collection and forwarding of system information to the help desk agent, along with a remote control feature. If needed, all relevant support information can be securely sent and escalated to the next level of internal help-desk support or HP support. ISCE also offers customization features, such as linking to internal call-logging systems, knowledge management, reports, and localization. For information on custom options, please contact your HP account support team.

“HP ISCE has been very successful at Carrefour. We have been able to achieve significant increases in productivity.”

—Eustaquio Leganes, Operations Manager, Carrefour

Online support resources for business professionals

Business Support Center (BSC)—one-stop support portal for business professionals
www.hp.com/go/bsc

The HP Business Support Center (BSC) is the technical support portal of choice for business professionals who

“The entire process took less than 15 minutes. I was amazed how my whole support experience process was automated and entirely online, but with a personalized touch. HP Instant Support is fantastic.”

—Jerry Gasché, Chief Information Officer, mindServegroup

need fast answers to support questions. With the BSC, you gain access to an industry-leading, one-stop portal that offers timely support for PCs, printers, storage, and other desktop computing devices. The BSC enables HP customers to quickly and cost-effectively self-solve computing and printing issues right from their desktops. More than 4 million business professionals a month visit the HP BSC to:

- Search for the latest support information
- Download software and drivers
- Access solutions from HP experts
- Sign up for proactive notifications
- Submit and manage support cases online
- Engage in technical discussions with your peers
- Perform online diagnostics and troubleshooting

You can get the answers you want by choosing from the following services that fit your needs:

- **Support Case Manager Professional Edition.** Support Case Manager Professional Edition allows you to submit support questions directly to the HP Solution Center, and view the status of each question on the Case Summary page. Moreover, you can update your case(s) electronically whenever necessary—attaching documents, capturing and submitting screen shots, copying and pasting error messages, etc.—in order to ensure that your HP support engineer has the most complete and up-to-date record possible when addressing your query.
- **Download software and drivers.** You have access to product drivers, software, firmware, and other downloads to increase performance or solve problems. The BSC offers easy-to-navigate, product-based pages that list available downloads for products and operating systems. Users can download these files directly or gather relevant information for their own research.

- **Business support forums.** These forums support an active online community where thousands of business professionals worldwide collaborate, share ideas, and solve problems. The forums cover 200,000 discussion threads across more than 35 content categories—covering desktops and workstations, mobile products, printing and digital imaging, servers, storage, and other business-related areas.

Instant Support Professional Edition (ISPE)—online troubleshooting solution for desktop computing and printing products
www.hp.com/go/ispe

HP Instant Support Professional Edition (ISPE) is a powerful suite of Web-based tools that automates and speeds the resolution of problems in PC, desktop, laptop, handheld, and printer business environments. Featuring a unique combination of troubleshooting software and world-class hardware diagnostics, ISPE provides a comprehensive array of online support solutions, including:

- **Self-solve solutions.** With ISPE’s self-solve diagnostic tools, you can:
 - Gather and analyze your system and printer data
 - Perform a system health check to diagnose hardware or configuration problems
 - Check for the latest drivers, BIOS, and firmware
 - Obtain automated solutions, including BIOS and driver updates
 - Collect system information to accelerate problem resolution with HP support experts
 - Search a comprehensive knowledge database for answers to troubleshooting questions
- **Active Chat.** The Active Chat feature allows you to submit a question or a description of your problem to an HP support expert over the Web quickly and easily. With your approval, your system information will be securely encrypted and forwarded to HP for fast problem resolution. An HP support expert will respond online through real-time Web chat. Charges may apply for products that are out of warranty.

Contact HP and e-mail—Along with Support Case Manager and Active Chat, you can also choose “contact HP” at www.hp.com and submit your question via e-mail. An HP support expert will provide a rapid, detailed response.

For more information

For a complete description of the HP Services portfolio, visit www.hp.com/hps.

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To learn more, please visit www.hp.com

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