There have been significant changes to the HP Networking (HPN) product line and web site during the past year. This handbook describes the most heavily used support sites, to guide you to the resources you need. It begins with an overview, and then dives further into each area of the web and the type of information and functionality you can expect there.
Overview of the support web components

HP Networking support lookup tool

The HP Networking Support lookup tool provides product or series specific URLs for all the various support resources found on HP’s site. Find it by using the URL www.hp.com/networking/support or by choosing “Support” in the top navigation bar on any of the HP Networking web pages, shown circled in red below.

Regardless of the web location of a support resource, the link to that resource can be found in the lookup tool.

My Networking portal

Many of the functions on the My Networking portal are customer-specific and require authentication (login). HP Passport is used for authentication. NOTE: My ProCurve and 3Com e-Connect/e-Support customers have been migrated to the HP Passport system. You can find the My Networking portal at www.hp.com/networking/mynetworking (login required) or go to specific pages via the lookup tool.

The My Networking portal hosts the following functions:
- Warranty software downloads
- License activation and management
- Optional product registration
- At-a-glance subscription to support alerts
- Electronic case logging with e-mail response
- User/account management

Business Support Center (BSC)

The “product support information” pages are hosted at the series level on the BSC, including:
- Manuals
- Customer-facing knowledgebase articles
- HP Networking forums
- Warranty duration lookup by serial number
- Customer alerts, bulletins, notices and security bulletins

Find it at www.hp.com/go/bsc or go to specific product pages via the lookup tool
HPSC (formerly I.T. Resource Center)

The ITRC recently migrated to the HPSC, which hosts services for HPN contract and Carepack customers, including:

- Software downloads that require Carepack subscription
- Contract/Carepack case logging and management

The ITRC username/password system (anyone can register) has migrated to HP Passport system. In some cases, you may be asked to provide your SAID (Service Agreement Identifier) as well.
HP Networking support lookup tool

Finding your product

The HP Networking Support lookup tool allows you to find your product via
- Search by current or pre-acquisition product/series name or number
- Navigation by current or pre-acquisition
  - Product brand
  - Product category
  - Product series
  - Product

The default view is “Auto Search”, shown below.

Let’s walk through how that works by searching on the partial product model name a12508.

Notice that all the products containing A12508 are displayed. Those that are grayed out have an asterisk beside them and an explanation that they are no longer for sale. The products with white text are current (for sale in one or more regions). The scroll bar on the right can be used to view more products. The results shown above are displayed in their entirety, so there is no scroll bar. In the screen capture below, the search was widened so that all the results could not be shown on one screen. Notice that when the scroll bar is present, it is yellow for heightened visibility.
Once you place a check mark to the left of the product(s) of interest, you will see the **Display selected** button is now available, as shown below.

Clicking on **Display selected** will bring up product information (more discussion of the product information is covered in the next section).

You can save your search through use of the **Save selected** button. When you click **Save selected**, several of the other buttons’ are no longer grayed out, as seen below. You can now **Show saved**, **Hide results**, or **Delete saved** search results.

Once you have saved your search results, searching on another product is as simple as clicking on the yellow **Auto Search** text. In the example below, the next product searched for is the HP **MSM710** Mobility Controller. Below you can see that it has been selected.
Once **Display selected** and **Save selected** are chosen, you can see that there are now two products saved, as indicated in the **Show saved (2)** button. Support information about the products you have saved may have to be expanded by clicking the arrow to the left of the product name. Below you can see that the HP A12508 Switch is fully expanded, but the orange arrow next to Auto Search and the HP ProCurve MSM710 Mobility Controller both indicates that these fields are (at least partially) hidden.

Continuing in this way, you can build your own Support navigation page with links to the support resources for products you own. The products for which you have searched and clicked **Save selected** will be present the next time you visit the page. You can delete any individual product from your collection by using the [X Delete] above the product image, and add as many products as you would like to your collection by searching, selecting, and saving your selections.

If you would like to delete all the products you’ve saved and return your view of the page to its original default, select the **Delete saved** button. You’ll be asked for confirmation of your intention, as shown below.
Product information presented –detail

Once a product is found in the lookup tool, links to the following resources are available on one of three tabs (this information varies a bit according to the product displayed).

- **Warranty support information (Software manuals, etc)**
  - Software downloads for which you are entitled via the product warranty
  - MIBs and other downloads (for some products these may be hosted under “Software downloads”)
  - Product support information (manuals, FAQs, knowledgebase articles)
  - Web case logging with e-mail response (will require login)
  - License management (for those products that require it)
  - Support contact information
  - Warranty information
  - Support forums

- **Carepack/Contract support** – most of these options will require login and Service Agreement Identifier - SAID
  - Case logging
  - Services information
  - Software downloads for which you are entitled via Carepack or Contract
  - Support contact information

- **Product conversion** – this is where you will see other (sometimes legacy) product branding, names, and numbers associated with your product. In some cases, there may be multiple product names and numbers by which a product has been sold (e.g. an H3C product name/number, a 3Com product name/number, and an HP product name/number).
Non-product specific links are present in the lower section of the page

Report any issues with this page or the data/links via the “Feedback to HP Networking” link at the bottom (footer) of the page.
My Networking portal

Logging in to the portal

Users can choose to log in from any page on the HP Networking web using the “Sign in” button at the top right of the page as shown below.

Alternatively, clicking on any link (e.g. from the support lookup tool) that directs the user to a page on the My Networking portal will redirect the user to the HP Passport login page prior to presenting the target URL. HP Passport login is shown below.

As previously mentioned, customer accounts from legacy ProCurve and 3Com systems have been migrated into HP Passport (HPP). If you are logging in with your HPP credentials for the first time, try the following process:

- Use your e-mail address to obtain your User ID through the **Forgot User ID** function
This will provide you with your HPP user ID.

A random initial password has been assigned to the migrated accounts – use the **forgot password** function in the left navigation to trigger an e-mail with instructions for reset.

Sample e-mail instructions received:

If you do not have an HP Passport account, simply choose **new user registration** in the left navigation menu of the sign-in page, and complete the web form.
My Networking home page after login:
My Products

The **My Products** tab of the My Networking portal is the section in which you can see the list of products you have registered here, export the list into a spreadsheet for inventory/asset management, and register any new products you have purchased.

There are several key points about **product registration** that should be understood:

- Registration is **not** required for warranty entitlement
  - Warranty entitlement occurs through an HP system that captures product/serial number at the time of manufacture (or migration). Edits to entitlement dates may occur through use of customer purchase dates.
  - **NOTE:** Legacy 3Com, H3C Networks, and TippingPoint product/serial numbers have been migrated into HP’s entitlement systems.
- Registration on the My Networking portal does not transfer to the registration database at hp.com
- Registration on the My Networking portal provides streamlined experiences in:
- Electronic case logging (with e-mail response)
- Support alert subscriptions
- Warranty entitled software downloads
- My Manuals

- **Product registration** is separate and distinct from the registration associated with licensing.

- This information is also available as an FAQ on the My Networking portal, as seen below.

**My Software**

Customers can come in to the warranty software download screen in one of three ways

1) From the HP Networking support lookup tool warranty **software downloads** link:

2) From the My Networking home page:
3) From the Business Support Center (BSC) product (series) page, download software and drivers links:

If the entry point to the software portal was from a product-specific page on the BSC or the support lookup tool, you may be presented with a list of all the products within that series. If you entered from the home page on the My Networking portal, you will need to search by product name or number.
NOTES:

- If you expected a list of products and didn’t get one, use the **Enter product number or description** field to search for your product.
- Legacy 3Com/H3C/TippingPoint customers need to use HP product names/numbers to find software. If you don’t know your HP product name or number, please use the [HP Networking Support Lookup tool](#) to find it.

Once you identify your product from the list and choose the >> link to the right of it, you will be presented with a list of available software versions.

Items with only >> to the far right of the line item are freely available software. When these are chosen, the software summary page is presented next.
The EULA (End User License Agreement) must be accepted before the download can begin.

The download window:

If the software has a >> symbol with a lock icon next to it, some type of authentication/entitlement is required, and if you are not already logged in, you will be redirected to sign in.
After sign-in, you are prompted for serial number

NOTE: Product registration is optional, but if you have registered your products on the My Networking portal, the list of registered products would be available in the drop down list and can be simply selected from there.

A popup confirmation of the serial number you entered will appear:

Upon confirmation of the serial number, you may be asked to enter (or provide) a date and proof of purchase:
If you are entitled to the software download, you are presented with the software download screen:

From this point, you are directed to the EULA acceptance and software download previously described in this document.

If your entitlement to the software download has expired, you will get a message like the one below:

![Expired message]

- Our records indicate your entitlement period to download this software has expired, please visit HP Networking Services page to learn how to extend and expand your standard product warranty with easy-to-buy, easy-to-use support packages that help you make the most of your networking investments.

All software for this product

Some types of software are (trade) restricted, usually due to encryption technologies contained within them. Like the software with warranty entitlement, restricted software will have a lock icon to the right of that software version.
If you are not already logged in to the portal, you will be prompted to do so prior to entering your serial number (or, if you are registered, choose the product for which you are downloading software from the dropdown list).

Just like the warranty-entitled software, you will be asked for confirmation of your serial number, and you may be asked for date of purchase, too.

The next screen differs from warranty entitled software in that it explains that there is export control over the software:
You must click the “Request form” button to get to the application. The top part of the form is pre-populated with the information from your My Networking (HP Passport) profile. The information has been cleared from this example page for the sake of privacy.
The bottom section of the page asks some questions to ensure HP’s compliance with trade restrictions:

I am a responsible official authorized by the company listed above to certify that (check appropriate response):

1. We are not a Government end-user. I AGREE that we will not provide this product to any Government* or military end-user or entity without prior authorization or export license from the U.S. Government.
   ○ We are a Government end-user.

   List governmental function: ________________________

   *“Government” includes government departments and agencies; entities performing governmental functions; research institutes; government corporations; and international governmental organizations.

2. We agree to the following statements:
   - We are not located in and the product will not be used, transferred, resold or reexported to Cuba, Iran, Iraq, North Korea, Sudan, Myanmar or Syria.
   - Neither the purchaser or end-user nor the individual named below is listed on:
     a. the U.S. Department of Commerce’s “Denied Persons List”;
     b. the U.S. Department of Commerce “Entity List” (Part 744 of the U.S. Export Administration Regulations);
     c. the U.S. Treasury Department’s “Specially Designated Nationals List.”
   - We agree that we will not transfer, reexport, resell or otherwise dispose of this software product except to individuals and commercial entities who meet the criteria set forth in the preceding subparagraphs of this certification and who also agree to comply with the conditions of this certification. We also agree that we will not reexport, resell, transfer, or otherwise dispose of this product in any manner that violates the U.S. Export Administration Regulations.
   - Neither we nor the intended end-user of this product is involved, directly or indirectly, in any of the following, nor will this product be used directly or indirectly in any of these applications:
     a. Research, design, development, construction, fabrication, testing or operation of nuclear facilities or nuclear weapons.
     b. Research, design, development, production or use of rocket systems, space launch vehicles, sounding rockets, missiles, drones, or unmanned air vehicle systems.
     c. Research, design, development, production, use or stockpiling of chemical or biological weapons or precursor chemicals or agents.
   - We understand that non-U.S. locations may restrict the import, use, sale or reexport of encryption products, and we agree that we shall be solely responsible for compliance with such local laws and regulations, both before and after receiving this product.

3. We understand and agree that with this software download request, HP will be capturing our personal information and HP may use that information in determining whether to approve our request for software download.

4. We understand and agree that HP may deny our request for software download any reason or no reason.

I further certify under penalty of perjury that all of the facts contained in this request are true and correct to the best of my knowledge and belief, and I do not know of any additional facts that are inconsistent with this request.

When the application is completed and submitted, confirmation will appear:

![Windows Internet Explorer dialog box](image)

Your request is submitted. We will respond to your request within 2 business days.

There are three possible e-mail responses you may receive after submission of an application.

1) Your application meets the legal requirements for the target software, and your account on the My Networking portal will be enabled for the software download.
Dear <Customer Name>,

Your request to download <software file name> restricted software for <product name> has been approved and your company has now been authorized to download this update within the next 5 calendar days.

Instructions for download:
- Return to the My Networking portal
- Browse to your requested software download link (This is the same page where you initially made this request)
- Click on the DOWNLOAD button

For security reasons, you will have 5 calendar days to download this software.

If this time expires before you download your software, you will need to resubmit a request for access to this software.

If the option to download your requested software is not available, please contact sw.entitlement@hp.com for support.

Thank you,
HP networking Global Trade.

2) Further research or information may be required in order to provide a final decision. In this case, you will be contacted for further information.

Dear <Customer>,

We are sorry to inform you that your request to download <filename> restricted software for <product number> requires further review.

You will receive an email reply within 2 business days regarding the status of your download request.

Thank you,
HP Global Trade.

3) Your application did not meet the legal requirements for the target software.

Dear <Customer>,

We are sorry to inform you that we are unable to process your request to download <filename> restricted software for <product number>. Your request could not be processed or approved based on the information provided.

If needed, please resubmit your request for this software update. If this is your second attempt and you feel that this is an error, please send an email to sw.entitlement@hp.com and provide the following information: First name, Last name, Company name, Address, City, State, Country, and item you are requesting.

Thank you,
HP Global Trade.

My Support

The My Support section of the My Networking portal hosts the following (each will be covered in more detail to follow):
- Subscriptions to support alerts
The My Support section of the portal can be accessed in one of three ways (each is illustrated below).

1) The My Networking home page has a link in the top navigation and in the bottom left of the page (circled below).

![My Networking Home Page Screenshot](image1)

2) Click on a function hosted in that section of the portal on the HP Networking support lookup tool, such as Software downloads or Web case logging, shown below.

![Software Downloads and Web Case Logging](image2)

3) Click on a function hosted in this section of the My Networking portal from the Resources for Selected Product or Contact HP list on an HP Networking product page on the Business Support Center (BSC)
Manage subscriptions

You can reach the My Subscriptions portion of the My Networking portal from the home page (shown below). Stay up to date with information about the products you own or have interest in through subscriptions to Support Alerts. Manage subscriptions allows you to sign up (subscribe) or edit your subscriptions and receive alerts about software updates, support news, security bulletins, product news, end of sale announcements, and promotions.

There are a number of Preference options at the top of the Manage Subscriptions page. These options are described below. Any changes you make will require that you choose Submit at the bottom of the page to save the setting.

- **Auto subscribe** uses your registered products to determine the list of products for your support alerts subscription.
- **Subscribe to all** does exactly what it says – signs you up for alerts sent out about all HP Networking products. If multiple alerts are sent on the same day, they are sent in a combined e-mail.
- **Manual selection** lets you choose the series about which you would like to receive alerts – simply check the box next to the listing on the page and click Submit at the bottom of the page (shown below).
The **Product manuals** listing in the My Support section brings you to a customizable list of links to product support information (including manuals) page on the Business Support Center (BSC). You can choose which products you see on the page as follows.

- **All Manuals** – This choice will provide a manuals link for every product series, separated into categories.
- **Support Selections** – This choice displays a manuals link only for the products which you have selected on the **Manage Subscriptions** page.
- **Products I have registered** – Links to product information for products you have registered will be listed.

NOTE: Clicking a link on this page will bring you to the BSC page for the product.

Following along in the left navigation, you can also get to the “Download software” page from the My Support section of the portal. That function has already been covered earlier in this paper. There is a **Software download history** choice on the My Support menu that is only available in the My Support section when you are logged in to the My Networking portal. It should be noted that many software versions are freely available, and do not require login to the portal. You must be logged in during download of software in order for those downloads to appear on your personal **software download history**.
You can use any of the column headings to sort your download data, and set the number of rows displayed per page in order to meet your needs.

<table>
<thead>
<tr>
<th>Download Date</th>
<th>Serial number / Install ID</th>
<th>Product</th>
<th>Type</th>
<th>Version</th>
<th>Release Date</th>
<th>Notes</th>
<th>Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>15-Dec-2010</td>
<td>J8087A HP E5400 zl</td>
<td>Update</td>
<td>K.15.02.0005</td>
<td>15-Nov-2010</td>
<td>Release notes</td>
<td>12.5 MB</td>
<td></td>
</tr>
</tbody>
</table>

The **My Help** section of the portal offers the following:

1) A variety of contact options (primarily phone, e-mail form, and web case logging). Contact information varies so that we can help you find the right specialist for:
   - Sales
   - Technical support (legacy and current products)
   - General assistance (training, media)
   - Web assistance

2) Help so that you can gather product information which may be relevant to your contact through export of your product list in either Microsoft™ Excel or a .csv file format.

3) FAQs to help answer some of the most common questions, and links to product manuals.

4) Provides related links, including:
   - Reference library – this is a library of data sheets, white papers, case studies, and other material of interest
o Product portfolio – these are the HP Networking product pages, offering information about features, models, accessories, services, and purchase options

My Licenses

This area of My Networking is where you will activate and manage your license products. The available activities are:

- Activate your licenses. Licenses can be delivered:
  - As Physical Registration Cards which contain a Registration ID
  - Electronically (also contains a Registration ID)
- Transfer licenses to new platform in the event of product failure or replacement
- Uninstall licenses from a platform
- View your registered licenses and download license keys
- Export a report of your registered licenses to an MS Excel or csv file
- View available registration IDs
- Transfer license assets from one account to another
- Order CD on-demand
- View your electronic sales orders

You can get to the My Licenses section of the My Networking portal in one of three ways:

1) The **HPN Support Lookup tool** will provide a link to **License Management** for products that support or require licenses, such as the IMC Standard Edition Software platform, shown below.

![HP A-IMC Standard Edition Software Platform with 100-node License (JD125A)](https://example.com/image)

2) The **Resources for selected product** page on the **Business Support Center (BSC)** will link to **License Management** for all HP Networking products (regardless of whether it applies to that specific product or not).
3) Log in to the My Networking portal and choose My Licenses from either the tab menu or the page, as seen below.
NOTE: Legacy 3Com and H3C Network customer license data has been migrated into the My Networking portal.

This area of My Networking is where you will activate and manage your license products. The available activities are:

- Activate your licenses. Licenses can be delivered as physical Registration Cards which contain a Registration ID or electronically.
- Transfer licenses to new platform in the event of an RMA or product failure
- Uninstall licenses from a platform
- View your registered licenses and download license keys
- Export a report of your registered licenses to an excel or .csv file
- View available registration IDs
- Transfer license assets from one account to another
- Order CD on-demand
- View your electronic sales orders

**Register license**

Your licenses are activated by registering them in the **My Licenses** section of My Networking using the **Register license** menu selection.

License registration is a four step process:

1. Enter the your Registration ID or Sales Order number
2. Enter the information regarding the product to which you are applying the license
3. Accept the End User License Agreement (EULA)
4. Review the license registration details and download any license keys or file that will be applied to your product.

If you are registering an electronically delivered license, you will need the HP Sales order and one of the email addresses associated with the order. The information requested in Step 2 depends on the type of license you are registering and on-line help information is available should you need assistance in locating this information.

**Note:** If you are associated with more than one account in My Networking, each time you log in to My Networking you will be prompted to select the account you will use for that session. It is strongly recommended, and in some licenses required, that all the licenses for a particular Serial
Number/MAC address/Install ID etc. be registered to the same account. Be sure to select the correct account for your license.

**Register a license using a Registration ID**

**Step 1:** To activate a license with a Registration Card, log in to My Networking and select **My Licenses**.

Enter the Registration ID from the Registration Card into the field labeled, “Order number or Registration ID*” and choose the “Next >>” button.

**Note:** If you have questions regarding the format of the Registration ID, hover your mouse over the field to view the correct format to use.

**Step 1 Enter Registration ID**

**Step 2:** Enter the product details. The second screen of the registration process will change slightly depending on the type of license you are activating; however the basics are the same. The general layout is shown here:

**Step 2 Enter details**

1. Your progress is tracked at the top of the screen, here you can see that you are on Step 2, **Enter Details**
2. The information derived from the Registration ID is displayed in section 2 for your review.
3. The middle of the page, section 3 is where you will enter the registration details. In this example, the Base software serial number is required for the registration process.
4. Friendly name and User description are optional fields that you may use to enter information regarding your product.

5. If you need help locating information that is being requested about your product, **Help me...** links are located to the left of the data entry fields.

Once you have entered the registration details, choose the **Next >>** button to continue with the registration process.

**Step 3** is to accept the License agreement and choose the **Finish >>** button.

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**Step 3 License agreement**

A successful license registration will display a confirmation screen and you will be able to perform several tasks.
Step 4 Confirmation

1. Choose **Save as >>** to save your license key file to your local hard drive.

2. You may email a confirmation of the registration to yourself or other people and include comments.

3. If the license registration output is a short character string it will be displayed in the field labeled “License Key”. If the license key is a larger file, you can select the **Download License** link to download the license key file to your local hard drive.

4. Section 4 displays the details of your license registration for your review.

To register more licenses, choose the **Register more >>** button in the bottom right of your screen.

Register a license with an electronic sales order

The process to register electronically delivered licenses is similar to license registration using a Registration ID. The obvious difference is in the delivery method, paper vs. email. And, in most cases, electronically delivered licenses can be registered in quantities of more than one, whereas Registration IDs are registered individually.

There are two ways to initiate license registration from an electronic sales order.

- Use the link included in the HP Order Fulfillment Electronic Delivery Confirmation email.
- Enter the Sales Order Number in the **My Licenses / Register licenses** screen of My Networking

This example will register the licenses starting in My Networking, the **My License** section. You will need the HP order number and one of the email addresses associated with the order. The HP order number is located in the **Transaction Information** section and the email address is located in the **Ship To – Sold To** section.
Log in to My Networking and select **My Licenses**. Enter the HP order number into the field labeled **Order number or Registration ID** and choose the **Next >>** button.
Step 1a Enter order number

Enter one of the email addresses associated with the order and choose the Next>> button.

Step 1b Enter email address

The order details screen will list the licenses on the order, the quantity purchased and the quantity that are still available for registration.

- You may print the details of each license purchased using the Entitlement Certificate link.
- Electronic sales orders allow you to register more than one license to a specific product by indicating the quantity you wish to register in the Redeem column.
- The Redeem box is activated by selecting the license using the radio buttons to the left of the license Product number.
- Bundled licenses (see the highlighted yellow item in the picture below), are expanded into the quantity of the bundle purchased and the single license product number. This allows you to split the license amongst more than one base product if desired.

Select the license you wish to register using the radio button to the left of the product#. Enter the number of licenses you wish to activate and choose the Next >> button.
At this point, the license registration process is the same as the process used to register with a Registration ID.

- Review the license information you are about to register, especially the quantity. To make changes to the license quantity you are about to register, select the Previous button.
- Enter details about the base product. Fields with an asterisk (*) indicate mandatory fields.
- The Help me links contain helpful information that is specific to the license you are registering.
- Friendly name and Customer Notes are optional fields provided for your convenience; enter any text that is meaningful to you.

Enter the mandatory details requested and any optional notes you wish, then select the “Next >>” button.
Accept the license agreement and select Finish>>.

A successful license registration will display the confirmation screen where you will be able to review the license details, email the registration details to yourself and others, and download any license key files.

**Secondary license registration**
If your license allows registration to a secondary unit you will see a message at the top of the registration confirmation screen that states:

> Secondary license is available for this product. Register your secondary license now

This link will allow you to register the exact same license and license quantity to a second unit that is used in the event the primary server fails.

**Transfer licenses to new platform**
Licenses can be transferred to a different hardware product or a new software installation if the original product fails. Depending on the license type, you may be able to complete the license transfer yourself. In other cases you will need to contact customer support for assistance. As a general rule, subscription services can be transferred by customers and perpetual licenses must be transferred by customer support.

License transfer is a four step process.

1. In the **My Licenses** section of My Networking, select **Transfer licenses to new platform**
2. Select the license you intend to transfer
3. Enter the information about the replacement product
4. A transfer confirmation screen containing relevant information regarding the transfer transaction will be displayed.

From the **My Licenses** section of My Networking, select **Transfer license to new platform**

![My Licenses screenshot](image)

Locate the license you intend to transfer. You can search for the license in the **View licenses** screen by the base serial number/Install ID or Registration ID. Once you have located the license, click on the >> in the **Select** column.
The license details will be displayed for your review and to confirm that this is the license you wish to transfer. Select Next >> when you are ready to continue.

**NOTE:** If your licenses must be transferred by an HP customer service agent, a message will be displayed at the bottom of the screen. The message will state: “This license can only be transferred by a customer service representative. If you need to transfer this license please [contact Support](#).”

Enter the information pertaining to the unit receiving the licenses in section 1. Use the pull down button to select the new base product number.

The Help me links to the left of the data entry fields will open a new window with information on how to locate the data. In the example below, there are two links; [Help me convert my 3Com number to HP equivalent](#) and [Help me find my serial number](#).

Section 3 displays all the licenses that are currently registered to the base product and that will be transferred. Most license types require that all the licenses be transferred as a group and in all cases, is highly recommended. To remove a license from the transfer process, un-check the item.

You may use the optional fields **Friendly Name** and **Customer Notes** to record any information that will be helpful to you.

When you are ready to proceed with the license transfer, choose the Transfer >> button.
A successful transfer will display the confirmation screen, as shown below.

Section 1 will confirm the success and may contain information specific to the license type.

You can send the license transfer information to yourself or other individuals in Section 2. Add any notes in the **Comments** field and select **Send email >>**.

Section 3 contains the details of the license transfer including any new license keys that are to be applied to the new product. If the license key is a file, you will see a **Download file** link in a field labeled **License Key**. The licenses transferred in this example were subscription licenses and the term dates are displayed in the **Activation date** and **Expiration date** fields.

If you have more licenses to transfer, select the **Transfer more licenses >>** button.
In the View license screen, you will see the updated status of the licenses. In this example the licenses transferred from the original serial number have a status of Transferred. The subscription license that is currently active has a status of Active. The subscription license that has a start date in the future (at the time of this writing), 22-Nov-2011 has a status of Pending. When the active subscription license expires on 21-Nov-2011, its status will change to Expired and the license with the Pending status will change to Active on 22-Nov-2011.
Uninstall licenses

Certain products have the ability to securely uninstall a license from the product and remove the functionality delivered by the license. Uninstalling the license in My Licenses will generate a new Registration ID that can be registered to another product. Please consult your User Manual for information regarding your product’s ability to uninstall a license and instructions on how to uninstall a license.

Before logging in to My Networking, uninstall the license from the switch. The command will deliver an Uninstall ID. Make a note of that number; you will need it for the next step.

1. Uninstall the license from My Networking. The uninstall process will generate a new Registration ID
2. The new Registration ID will be stored for your future use in the View available registration IDs section of My Licenses.

After you have uninstalled the license from your switch and obtained the Uninstall ID, log in to My Networking. Select My Licenses and then Uninstall licenses from the menu list.

Search for the license to be uninstalled and select it by clicking the >> to the right of the license line item.
Review the license details to confirm that this is the correct license and choose the Next >> button. NOTE: If the license type does not allow uninstall, a message will be displayed at the bottom of the Uninstall License details screen: This license cannot be uninstalled.

Enter the Uninstall ID into the Uninstall ID field and select the Uninstall >> button. NOTE: If you have not uninstalled the license from the switch and have questions regarding this process, you can use the Help me find my uninstall ID link for instructions (as shown in the screen capture below).
The confirmation screen will provide the details of the uninstall transaction. You can send the confirmation to yourself and others if desired.

A replacement Registration ID will be generated for you and stored in the My Licenses section labeled View available registration IDs. To register a license from this view, choose the Register license arrow to the right of the license you would like to register, as shown below.
View licenses

The view license screen allows you to view all your registered licenses, search for specific licenses and access the license details screen. Some of the viewing activities you may want to use are listed below.

- Search for a specific license or set of licenses using the search filters or enter information such as the Registration Id, Machine ID, serial number, etc.
- Sort the licenses by clicking the column titles
- View registration details of a particular license using the >> selection button
- Use the Next, Previous, First, Last or page buttons to navigate through longer lists of licenses
- Set the number of licenses rows you would like to see per page using the Display rows pull down menu
- Review any notes attached to a license by checking the Show customer notes box
Export licenses

You can export your licenses into Microsoft Excel or .csv file types.

From the My Licenses section of My Networking, select the Export licenses menu item.

Choose to export the license reports as either Excel or CSV. In the File Download box, select Open, Save or Cancel the report, as shown below.
View available registration IDs
Any unregistered Registration IDs are stored in the View available registration IDs section of My Licenses.

- Search for a specific product using the pull down menu
- Sort the columns in either ascending or descending order
- Select a license to register

Transfer assets
It is possible to move licenses from one account to another using the Transfer assets functionality. The transfer of assets is a two part process involving yourself and an individual associated with the account into which you want to move the assets.

1. You will select the assets to be transferred and send the transfer request.
2. A contact at the target account must approve the request before the assets are moved from your account to their account.

The recipient of the assets (licenses) must be a registered user of My Networking with an Admin role in the account. For more information about user roles in My Networking, please refer to the My Profile chapter in this paper.

To begin the asset transfer process, select Transfer assets from the My Licenses menu.
There are four steps in issuing a request to transfer licenses.

1. Select Licenses
2. Select Products
3. Select Destination Company
4. Confirmation

Search for the licenses to be transferred in Step 1. You can use the search filters or search by the serial number, Registration ID etc. You can select all licenses displayed by checking the box to the right of the Product # column or select individual licenses using the tic box next to the license itself. Select Next >> when you are ready to proceed.

NOTE: HP recommends that all licenses associated with a particular base MAC Address, Install ID, Serial Number, etc be transferred as a group to avoid possible license registration errors in the future.

In Step 2 you can choose registered products to be transferred. Select the Next >> button to continue.
Enter the email address of the individual who will accept the transfer of the assets to their account and select **Search >**. My Networking will search for the email address and validate that the email is associated with a My Networking user with an Admin role.

Once validated, the recipient and destination account information will be displayed. To complete the transfer request process select the **Finish >** button.
The last step displays the confirmation screen. In the confirmation page you will see a Confirmation code. You must provide this Confirmation code to the person who you are asking to accept the transfer. Do not close this view without writing down the Confirmation Code; your recipient will need it to complete the transfer process. An email will be sent to the recipient with the confirmation code and instructions however, it is recommended that you record the confirmation code in the event the email is lost.

The next steps are the responsibility of the recipient. Upon logging in to My Networking, the recipient will be presented with a Transfer Request screen. They will have the option to Accept the transfer,
Reject the transfer or postpone completing the transaction by using the Remind me later >> button.

To accept the transfer request the recipient must enter the Confirmation Code, select the Accept radio button and choose the Next >> button.

The Review Asset screen will display all the license(s)/Products(s) that will be transferred to the recipient’s account. They may reject the transfer request at this point by selecting the Reject Transfer Request button or accept the transfer by choosing the Finish >> button.

The confirmation screen will indicate the successful conclusion of the transfer.
Order CD on-demand
To receive a CD of the ProCurve Manager Network Management software, select Order CD on-demand from the My Licenses menu, complete the form, and click Submit.

View My Orders
Your partially and completely fulfilled electronic sales orders can be accessed from the View My Orders section of My Licenses.

This view stores the electronic sales orders that pertain to the licenses registered to your account. They will appear in this view as soon as at least one license from the order has been registered. If all the licenses associated with an order are transferred from your account, the order will be removed from this view.

To view the details of the order and register any remaining licenses, choose the select button >> to the right of the Order number.
Enter one of the email addresses associated with the Order. The email address can be found on the HP Order Confirmation email.

The **Order details** view will display the licenses on the order and the quantity still available for registration. To start the registration process, select the radio button to the left of the license you would like to register, enter the quantity to be registered and click the **Redeem selected license >>** button.

You will now be entered into the license registration workflow.

---

**My Profile**

The **My Profile** section of My Networking allows you to manage your personal information, your communication preferences and who has access to your account(s). More detail about each of these functions will follow.

- The **Edit profile** section allows you to change your User ID, password and update your contact information. You can also update your company information.

- In the **Manage communication** section you can subscribe to software update notices, sign up or unsubscribe for the HP Networking newsletter and manage your license expiration notifications.

- In addition to your primary / default account, My Networking allows individuals to request access to more accounts using an invitation by administrator process. This means that you will be able to invite other people onto your account(s) and define what activities they will be allowed to perform. You can also request to be invited to join an account. This work is done in the **Manage users** section of **My Profile**.
**Edit profile**

In the **Edit profile** section of the **My Profile** tab of My Networking you can perform the following tasks:

- Change your User ID
- Change your password
- Change your contact information
- Change your account information

To change your user name, log in to My Networking and select **Edit profile** from the **My Profile** section, then select **Change user ID**.
Enter your new user ID and your current password and then press the Submit button.

To change your password, log in to My Networking and select Edit profile from the My Profile section, then select Change password.

Enter your current password, your new password and confirm your new password by entering it again. Your new password must contain at least 8 letters, numbers and special characters. When you are ready, choose the “Submit>>” button.

To change your contact information, log in to My Networking and select Edit profile from the My Profile section, then select Change contact information.

There are three sections within the Edit my HP Passport profile window.

- Personal information
- Home contact information
• Contact preferences

Samples of the three sections are shown below.

Make any necessary edits and select the **Submit >>** button to save the changes.

To change your company information, log in to My Networking and select **Edit profile** from the **My Profile section**, then select **Change company information**.

The account information displayed pertains either to your default/primary account or, if you are associated with several accounts, the one you selected during log in. Enter or edit the account information and select the **Submit >>** button.
Working with multiple accounts

My Networking allows customers to be associated with more than one account. This functionality is to allow customers who are responsible for registering and managing products and licenses for several accounts to access those accounts using one HP Passport User ID. For example, resellers who register licenses for their end users must be associated with those accounts. Or an individual may be responsible their company's headquarters and branch offices. If you are associated with more than one account, you must select the account with which you want to work during the log in process.

After you have entered your User Id and password, you will select which of your associated accounts you would like to access during this session.

- If you have many accounts you can search by the company name and select Search >>.
- You can set the number of account rows to view at one time by setting the Display pull down menu at the bottom right of the screen.
• To select an account, choose the radio button to the left of the company name, and then choose the Select >> button.

• Once your activities within this account are complete and you are ready to work in another account, log out, close your browser, then log in to My Networking and select the next account.

• To select your default / primary account select the No thanks, go to my company>> button, or confirm the radio button of the default/primary account is active and choose the Select >> button.

• For more information on how to invite people onto your accounts or how to be invited to an account please refer the the Manage users section in this paper.

Manage communications
The Manage communicaton section of My Profile allows you to choose how you would like to receive information regarding software update notices, HP Networking news and manage your license expiration reminders.

To manage communications, log in to My Networking, select the My Profile tab and then the Manage communication menu item or click on the Manage communication link located in the My Profile section of the My Networking home page.

To automatically subscribe to software update notifications for your registered products, check the box in the Software updates and bug fixes section.
To receive useful information from HP Networking regarding product releases, training, seminars, white papers and more, check the box in the Email news section.

The View licenses link in the License expiration notifications section is a shortcut to the View Licenses screen of the My Licenses section. The license expiration notification management view is located in the license details screen.

To open the License details screen, select the subscription license whose notifications you would like to manage and click the Select arrows.

The information found on the license details screen varies by the license type, however the general format is described here:

- Section 1 contains the details of the registered license such as product name, the Registration ID or Sales Order and information regarding the base product.
- Section 2 contains the change history of the license such as create date and date last modified.
- Section 3 is a free text field where you can add and Save notes >>.
- Section 4 contains available activities that relate to the registered license such as subscription expiration reminders, available software downloads or license transfer.
In the **Reminders** tab you will see the subscription’s expiration date highlighted in red. You can schedule up to 10 individual reminder emails to help you remember when to order a new license, or you can use the **Create default reminders** button to set reminders for 5, 15, 30, 45 and 60 days prior to license expiration. You can customize or delete reminders any time you wish.

To configure the default reminders, click the “Create default reminders>>” button.

A confirmation window will appear asking you to confirm that you would like to create the five standard reminders. If you agree click the **OK** button.
In the screen capture below, the expiration date is November 21, 2011, and the auto-generated reminder dates are highlighted in gray (September 22, October 7 and 22, November 6 and 16).

Once the reminder dates are set, you can define who will receive a copy of the reminder emails. Click on a reminder date on the calendar to open a notification management window.

You will automatically be set as the primary recipient. Other individuals who are associated with the account are listed in section 1. To add them to the reminder email, select their email address and using the action buttons add them to the “Send copy to:” box in section 2. You can add more people to the reminder by adding their email address to section 3. To save your updates and close the window choose the **Save >></button.**

Click on a date, to set your own customized reminder dates. The edit reminder window will open and you can add the people who you would like included on the reminder email.
To edit a reminder date, click on the date on the calendar to open the edit reminder window. Delete the reminder for that date by choosing the **Delete this reminder >>** button. You can also make adjustments to the people you want to be included in the reminder email.

The Download tab contains available software for the product. Select the **release notes** link to read important information regarding the software and use the select arrows to begin the download software program.

If the license can be uninstalled by a customer, the **Uninstall** tab will be displayed. It will contain a **Help me find my uninstall verification ID** link and an **Uninstall license >>** button to initiate the process.
If the license can be transferred by a customer, the **Transfer** tab will be displayed. To initiate the license transfer process, choose the **Transfer license >>** button.

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### Manage users

The **Manage users** section of **My Profile** consists of three tabs:

- **My users**
  - You will use this tab to invite your colleagues to join your account
  - Once a person has been added to your account, as the administrator of the account you can update their role or remove them from the account.

- **My resellers**
  - You can invite other people to be associated with your account. For example, you may wish to allow your reseller access to your account so that they can register licenses on your behalf.
  - These individuals are not necessarily resellers, they can be anyone you would like to participate in your accounts activities. They can even be your colleagues who need access to multiple accounts.

- **My accounts**
  - This tab lists all your accounts.
  - You can request to be invited to join more accounts or remove yourself from an account.

### My users

In the **My users** tab you will see a list of individuals who are associated with your primary company. These people have the authority to manage the account licenses and products. When they are invited to join your account, you will define their role at the account. A **User** can manage licenses and products, while an **Admin** has the additional privilege of inviting more people to the account.

**NOTE:** When you invite people to join your account from the **My users** section, you are inviting them to **leave** their current account and **move** to your account. If you would like the individual to continue to be associated with their current account and also be added to your account, use the **My resellers** section to send the invitation.

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<table>
<thead>
<tr>
<th>Invitation sent from:</th>
<th>Who to invite:</th>
<th>Results:</th>
<th>Their Access:</th>
</tr>
</thead>
<tbody>
<tr>
<td>My users</td>
<td>Your colleagues</td>
<td>The person is removed from their default account and</td>
<td>The person can access all sections within My</td>
</tr>
</tbody>
</table>
To invite a colleague to join your account, log in to My Networking and select **My Profile** and then the **My users** tab.

![My users tab in My Networking](image)

Enter the person’s name and email address and select the Account role you would like them to have. Remember, a **User** can manage your licenses and products. For example, they will be able to register new licenses and transfer assets. An **Admin** will also be able to invite people to the account and accept transfer requests. Once you have entered the individual’s information, select the **Send invitation >>** button.
The following events will occur:

1. A message with a **Confirmation code** will be displayed on your screen. Make a note of the confirmation code and provide it to the person who you have invited to your account. They will need this Confirmation Code to accept your invitation.

2. An email with the subject line, “*<Invitee’s name> has been invited to join your company*” will be sent to you.
   a. It will contain the **Confirmation code** that your colleague will need to complete the invitation process. It is the same confirmation code that was displayed on your screen when you generated the invitation.
   b. Your invitee will need this confirmation code to complete the process.

3. An email with the subject line, “*You have been invited to join <account name>*” is sent to the person you have invited to join your account.
   a. If the individual has not yet registered for My Networking, the email will contain instructions on how to register and then join your account.
   b. If the individual is a registered user with My Networking, their invitation email will contain a warning regarding the impact of accepting the invitation:
4. A record is added to your list of users associated with your account.
   - The invitation will expire after 15 days.
   - You may cancel the invitation by selecting the **Cancel invitation** link.
   - To edit the proposed role of the person, use the select arrows (>>) to change the role to either **User** or **Admin**.

You may have only one pending invitation to your account at a time. Should you attempt to send another invitation a reminder message will be displayed. It will read: “A pending invite exists for your account or the user being invited. This transaction cannot be completed at this time”. You must either cancel the current invitation or wait until the invitation is either accepted or rejected by the invitee before you can send another invitation.

To cancel an invitation, navigate to the **My Users** section of My Networking. Select the **Cancel invitation** link located in the **Status** column of the individual whose invitation you wish to cancel.
The cancellation will be confirmed by a message on your screen, “the invitation has been cancelled successfully” and the person’s information will be removed from the My users view.

To edit the role of the invitee after the invitation has been sent, click the select arrows to the right of the invitee’s information. Change the role the person will have by activating the radio button next to either User or Admin and save your edits.

Once an individual is associated with your account, you can manage their access and update their role by choosing the select arrows next to the user you would like to update.

Adjust their role by activating the radio button for User or Admin and then “Save>>” the update. To remove the person from your account, choose the “Remove User>>” button.
Accepting or declining an invitation to join an account

If you have been invited to join an account, the invitation notice will be displayed when you log in to My Networking, as shown below.

Remember, when you join an account your company information will be replaced with the new account.

To accept the invitation enter the Confirmation code, select Accept using the radio button and then choose the Submit >> button.

To defer any action, select the Remind me later >> button. The invitation will be offered the next time you log in to My Networking.

If you would not like to join the account, select the Reject radio button and then choose the Submit >> button. You will receive an email confirming that you have elected not to accept the invitation and that no changes have been made to your account.

My Resellers

The My resellers section has similar functionality to the My users section with a few notable differences.

- People you invite to your account from the My resellers section do not need to be resellers. They can be anyone you would like to allow access to the account such as resellers, contractors, professional services personnel, fellow colleagues who must have access to more than one account, etc.

- People invited to your account from the My resellers section must already be registered users with My Networking.

- Invitations sent from this section will add the individual to your account and allow them to remain associated with their current account.

- Adding people to your account from the My resellers tab allows you to specify which areas in My Networking they will be able to see for that account.

To invite a person to be added to your account, log in to My Networking, select either the My Profile tab or the Manage users link located in the My Profile section of the My Networking home page, then select the My resellers tab.
Enter the person's name and email address. Place a check mark next to each section of My Networking you would like them to have access to. Send the invitation by choosing the “Send invitation>>” button.

NOTE: Take care when permitting people access to the My Profile view of an account. People who have access to My Profile can see all other people associated to the account as either users or resellers. You may wish to keep this area restricted to your co-workers. In the example shown above, Robin Rescue will not be granted access to My Profile, My Support or My Services. She will be able to see My Products and My Licenses thus allowing her to register licenses and products to the account.

The invitation process from this point is very similar to the process for My users.
1. A message with a **Confirmation code** will be displayed on your screen. Make a note of the confirmation code and provide it to the person who you have invited to your account. They will need this confirmation code to accept your invitation.

2. An email with the subject line, “**<Invitee’s name> has been invited to join your company**” will be sent to you with a cc: to any other people with an **admin** role at your account.
   a. It will contain the **Confirmation code** that the individual will need to complete the invitation process.
   b. It is the same confirmation code that was displayed on your screen when you generated the invitation.

3. An email with the subject line, “**You have been invited to join <account name> as reseller**” is sent to the person you have invited to join your account.

   ![Invitation Email Example](image)

   From: HP Networking
   Sent: Tuesday, April 19, 2011 2:29 PM
   To: 
   Subject: You have been invited to join Kilka Castle as reseller

   Dear Sophia Jones,

   You have been invited to join the following company:

   Company: Kilka Castle
   Invited by: Roger Rabbit. rogue302@yandex.com

   Your username, password and email preferences will not change. You will be able to manage the HP company information.

   The next time you login to My Networking at [My Networking](#), you will be asked if you want to accept this invitation or reject it.

   To accept, you will need a 6 character confirmation code from the person who invited you.

   HP Networking thanks you for your business.

   Thank you,
   My Networking

4. A record is added to your list of resellers associated with your account.
   - The invitation will expire after 30 days.
   - You can cancel the invitation by selecting the **Cancel invitation** link.
   - You can make updates to the proposed access rights of the invitee while the invitation is still in the **Pending** status.

To cancel an invitation, navigate to the **My resellers** section of My Networking. Select the Cancel invitation link located in the Status column of the individual whose invitation you wish to cancel.

![Reseller Table](image)

The cancellation will be confirmed by a message on your screen, “the **invitation has been cancelled successfully**” and the person’s information will be removed from the **My resellers** tab. An email will be sent to the individual informing them that the invitation has been cancelled.
To edit the role of the invitee after the invitation has been sent, click the select arrows to the right of the invitee’s information. This action will open the invitation details.

Change the access rights the person will have by checking or unchecking the box next to each access section and save your edits. The invitation can be cancelled by choosing the Cancel invitation link located in the “Status” section.

Once an individual is associated with your account, you can manage their access and update their role by choosing the select arrows next to the user you would like to update.

To edit their access within your account, check or un-check the boxes to the left of each My Networking region and Save >> your update. To remove the person from your account, choose the Remove reseller >> button.

Accepting or declining invitations to join an account as a reseller
If you have been invited to join an account, the invitation notice will be displayed when you log in to My Networking. Notice that the header of the invitation states that the invitation is to become a
“reseller”. People with the “reseller” role have the ability to manage various functions within the account depending on the access defined by the account administrator. Accepting an invitation to be a “reseller” will add you to the account and you will remain linked to your current account(s).

To accept the invitation enter the Confirmation code, select Accept using the radio button and then choose the Submit >> button.

To defer any action, select the Remind me later >> button. The invitation will be offered the next time you log in to My Networking.

If you would not like to join the account, select the Reject radio button and then choose the Submit >> button. You will receive an email confirming that you have elected not to accept the invitation and that no changes have been made to your account.

**My accounts**

To request access to another account, log in to My Networking, select either the My Profile tab or the Manage users link located in the My Profile section of the My Networking home page, then select the My accounts tab.

The upper section of the screen provides a list of accounts that you can manage and a summary of your access privileges.
The lower section is used to request access to manage other accounts. You will need the following information to submit your request:

- The company name
- The email address of a person associated with the account who has an Admin role.

Complete the request form and choose the Request Access >> button. The email address will be validated by the My Networking database. If the email address does not belong to a registered user, you will see an error message asking you to use an email address of a registered user.

A confirmation of your request will be displayed on the screen and an email will be sent to the account administrator with the details of your request. The mail subject line will read “<Your Name> is requesting to join your company as Reseller”.

The requested account will also be added to your list of accounts in a pending state.
The invitation will expire after 30 days or you can cancel your invitation request by choosing the **Cancel invitation** link located in the **Status** section of the requested account. The cancellation will be confirmed by a message on your screen and the account will be removed from your account list.

If the administrator of the account approves your request to be added, they will provide you with a **Confirmation code** that was included in the email sent to them regarding your request.

The next time you log in to My Networking, an invitation to join the account will be presented.

To accept the invitation enter the Confirmation code, select **Accept** using the radio button and then choose the **Submit >>** button.

To defer any action, select the **Remind me later >>** button. The invitation will be offered the next time you log in to My Networking.

If you would not like to join the account, select the **Reject** radio button and then choose the **Submit >>** button. You will receive an email confirming that you have elected not to accept the invitation and that no changes have been made to your account.

If you have accepted the invitation, the account will be added to your list of accounts that you can manage.
Each time you log in to My Networking, you need to select the account you want to manage for that session. To select an account, activate the radio button to the left of the account and choose the **Select >>** button.

To work with another account, exit the browser, then log in to My Networking and select the account you would like to manage.
Business Support Center (BSC)

How do I find the BSC?

The BSC can be accessed in one of 3 ways:

1) From the **HPN Support Lookup tool** – Search for your product, check the box next to it, click “Display selected” and choose “Product support information (manuals, FAQs, knowledge base)

2) Using a direct URL: **www.hp.com/go/bsc**. This method works best for quick searches, as shown below. Notice that you can narrow your search results to manuals or support documents. Legacy knowledgebase content is all categorized as “Support Documents”.

3) From **www.hp.com**:
   a) You can try searching directly from the landing page:
b) Or you can navigate to the product/series of interest by first choosing “Support & Drivers”:

Then click on the little arrow in the section “Product Support & Troubleshooting”:

Type in the product or series in which you are interested, and click “Search”:

Choose your product from the Search results list:
And you are brought to the page for the product series you have chosen (see below). The layout of the BSC pages will be discussed in the next section.
What types of information are hosted on the BSC?

The Business Support Center hosts web pages by product series, since individual products within a series generally share documentation. Any content that applies to a specific product within a series will be titled to indicate the product to which it applies. For example, the knowledgebase article shown below is hosted on the HP ProCurve 2900 Switch series page, but was written about a specific model within that series, the ProCurve 2900-48G (J9050A).

<table>
<thead>
<tr>
<th>Article Title</th>
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<tbody>
<tr>
<td>HP ProCurve 2900 Switch Series - Troubleshooting</td>
<td>18 Aug 2009</td>
</tr>
<tr>
<td>ProCurve Switch Series - Switched Virtual Interface Will Not Come Up</td>
<td>25 Jun 2009</td>
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<tr>
<td>Procurve Switch 2900-48G (J9050A) - Slot A Slave ROM Tombstone Error</td>
<td>31 Mar 2009</td>
</tr>
</tbody>
</table>

BSC navigation is divided into Tasks and Resources for your product. On the initial landing page, you will see Tasks and Resources reflected both in the left navigation (in gray, below) and in the main body of the page. Let’s start at the top of the list and work down.
• **Download drivers and software** – choosing this link will bring you to a listing of the product series. From this list, you’ll need to choose your product to see a list of software. Only software to which you are entitled as part of the warranty for the product will be available in this manner. Contract and Carepack software is hosted in a different location. The best way to get to the software downloads for contract/Carepack entitled software is by looking up the product on the HPN Support Lookup tool. The HP 5400 zl Switch series has software available for warranty customers, and the software page is shown below the highlighted “Download” choice.
- Troubleshoot a problem, Setup, install and configure, Discover and use a product, and Perform regular maintenance are all categories for knowledgebase style content. These subheadings are to assist you with browsing to the information. The legacy Colubris, 3Com, and ProCurve knowledgebase content was migrated into these categories. The presence of a particular category on a series page indicates there is content in that topic.

Some categories, such as Troubleshoot a problem, may be further broken down into subcategories, as shown below. This helps you differentiate the types of information available. In the example below, there are troubleshooting documents in the subheadings of Configure, Faults and Errors, and Performance.
Recycle and dispose – HP offers a number of different product recycling and environmentally responsible product disposal options. Follow the links for more information; program availability varies by geographical region.
Like the Task menu, the Resource menu in the left navigation of the page is dynamic; some categories, such as Manuals, and Frequently asked questions, will only appear if there is content that fits that category for the product series. Note that only the top 6 categories will be listed in the left navigation. To see the entire list of Resources for the selected product, click the label Resources for my selected product or the See more label. The unabridged version of the Resource list is divided into Self Help Resources and Collaborative Resources as seen below.

Each of the resource categories will be discussed in turn, beginning with the Self Help resources.
### Self-Help resources:

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>then select:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Browse a technical manual for this product</td>
<td>Manuals</td>
</tr>
<tr>
<td>Browse our frequently asked questions list</td>
<td>Frequently asked questions</td>
</tr>
<tr>
<td>Find parts you need for this product and how to buy them</td>
<td>Parts information</td>
</tr>
<tr>
<td>Find warranty information (expiration date, related documents, upgrades and extensions) for this product</td>
<td>Warranty information</td>
</tr>
<tr>
<td>Browse a convenient central resource tool providing technical overviews and specifications for hp hardware and software</td>
<td>HP product bulletins (QuickSpecs)</td>
</tr>
<tr>
<td>Automatically get yourself subscribed to notifications on updates/changes/recall information, etc. for this product</td>
<td>Signup: driver and support alerts</td>
</tr>
<tr>
<td>Browse Customer Advisories for this product</td>
<td>Customer Advisories</td>
</tr>
<tr>
<td>Browse Customer and Security Bulletins for this product</td>
<td>Customer and Security Bulletins</td>
</tr>
<tr>
<td>Browse Customer Notices for this product</td>
<td>Customer Notices</td>
</tr>
<tr>
<td>Find additional support services for this product</td>
<td>Find support services</td>
</tr>
<tr>
<td>Register, transfer, uninstall or view the licenses you have for HP Networking products</td>
<td>License management (login required)</td>
</tr>
<tr>
<td>Register your product to get notifications and special offerings</td>
<td>Register your product</td>
</tr>
<tr>
<td>Find out more about specifications and features for this product</td>
<td>Specifications and features</td>
</tr>
<tr>
<td>Learn how easy it is to get a trade-in allowance on aging technology that you can use toward the purchase of any new HP products</td>
<td>Trade in program</td>
</tr>
<tr>
<td>See the HP Networking product name for your pre-acquisition 3Com, H3C, Tipping Point or Colubris products and find relevant support links</td>
<td>Other HP Networking support</td>
</tr>
</tbody>
</table>

- **Manuals** – manuals that were hosted on the legacy ProCurve and 3Com websites have been migrated to the BSC. New manuals or updated versions of manuals for support of new software will be hosted here moving forward. All manuals class documents on the BSC are in .pdf format. There are a number of subcategories available in the manuals category. In the screenshot below, you can see the following Manuals subcategories:
  - General reference
  - Getting started
  - Safety and Regulatory information
  - Service and Maintenance information
The Manuals subcategories are dynamic, like the subcategories for the knowledgebase content in the Tasks section of the page. For example, if there is no User guide, that subcategory would not be present on the page.

- **Frequently Asked Questions (FAQs)** – Although most of the knowledgebase content is found through the navigation in the Tasks section of the page, FAQs are available under resources. These are knowledgebase articles which have been designated as frequently asked.

- HP Networking support forums – a valuable peer-to-peer resource, the HP Networking forums include the posts from 3Com’s forums, as well as the discussion boards migrated from HP’s IT Resource Center (ITRC).
Support forums are broken down into a number of different discussion categories organized by technology, as shown in the following screen capture. Each category contains a number of discussion boards. For example, there are 5 discussion boards for Switching, 2 for Routing, and so on.

- **Parts information** – this link brings you to the HP Parts Store, where you can find your part(s), view HP part information, and optionally, order part(s). Parts Store availability varies by country. If the Parts Store is not available in your country, you may be directed to contact an HP authorized reseller.
HP Parts Store
Buy Genuine HP computer parts, printer parts and Compaq parts, direct from the HP Parts Store.

Easy buying with HP:
Step 1: Find your part(s)
Step 2: View HP part information
Step 3: Order your part(s)

Access our extensive inventory of HP replacement parts

Not all replacement parts are available to order via HP Parts Store. If the part you require is not available for sale or if your country is not listed on the drop menu or you do not wish to order by credit card please Click here for a list of our Authorized Replacement Parts Partners.

Find your part(s)
If you know your HP part information, use one of the part searches below.

Search by part number

Do not know your part number? You can find it by entering one of the following values from your product's service tag. (Figure 1 below shows a sample HP Service Tag)

Serial Number (s/n)

Product number or name (p/n)

Figure 1: A sample HP Service Tag

Product: HP Compaq nx9420
s/n: CNU123456789
p/n: RU477 EA #ABA

- **Warranty information** – the warranty page has several functions. It presents warranty related documents, including a document with **important warranty expiration date lookup information for 3Com, H3C, TippingPoint products**. It also links to a tool that allows warranty lookup by serial number. Finally, it presents a link to warranty extensions and additional product services.
Please be sure to read the warranty lookup information in the warranty related documents prior to using the warranty lookup tool for important instructions. 3Com, H3C, and TippingPoint warranty information was migrated into the HP serial number database, but the serial number formats differ. Reading and following the instructions in this document will help your warranty lookup succeed.

**Warranty related documents**

» Important warranty expiration date lookup information for 3Com, H3C, TippingPoint products

» Read warranty related documents for the selected product. (This may include the warranty terms and conditions document, if it is available.)

**Expiration dates of a warranty**

» Check the warranty expiration dates for one or more products.

**Upgrades, extensions, and post-warranty coverage**

» See the HP Networking services portfolio

» Find and purchase a warranty upgrade or extension, or get post-warranty coverage with the HP Care Pack Lookup tool.

• **HP Product bulletins (QuickSpecs)** – this link brings you to the HP product bulletin site, where information similar to that contained within the datasheets is stored for reference. Once you have arrived on the product bulletins page, you will need to navigate to the product(s) in which you are interested from within the HP Networking heirarchy. Only products currently for sale will have QuickSpecs listed.

» Resources for my selected product

» Manuals

» Frequently asked questions

» Support Forums

» Parts information

» Warranty Information

» HP product bulletins (QuickSpecs)

» See more...
• **Support alerts signup** – HP sends a number of different types of support alerts. Triggers for these alerts include publication of customer bulletins, advisories, notices, security bulletins, software update availability, end of sale announcements, end of service announcements, and product change notifications. Clicking on **Signup: driver and support alerts** from the Resources menu on a product series page will bring you to a signup screen for that particular series. These signups become associated with your HP Passport account and can be edited at any time. You can also choose the frequency of notification – daily, weekly, or monthly.
## Self-Help resources:

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>then select:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Browse a technical manual for this product</td>
<td>Manuals</td>
</tr>
<tr>
<td>Browse our frequently asked questions list</td>
<td>Frequently asked questions</td>
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<tr>
<td>Browse a convenient central resource tool providing technical overviews and specifications for hp hardware and software</td>
<td>HP product bulletins (QuickSpecs)</td>
</tr>
<tr>
<td>Automatically get yourself subscribed to notifications on updates/changes/recall information, etc. for this product</td>
<td>Signup, driver and support alerts</td>
</tr>
</tbody>
</table>

---

## HP Support Alerts

Let us know what products you own and we'll send you the latest updates to keep your business running smooth.

<table>
<thead>
<tr>
<th>I'd like my alerts delivered:</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Daily</td>
<td>Weekly</td>
<td>Monthly</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>I'd like my alerts in the following format:</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>HTML email</td>
<td>Text email</td>
<td>RSS</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>My products are in the following category:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Networking</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>It is named:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Modular Ethernet Switches</td>
<td></td>
</tr>
<tr>
<td>or search by keyword</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>I have:</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>HP 4005 Switch Series</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HP 4007 Switch Series</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HP CoreBuilder 2500 Switch Series</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HP CoreBuilder 3500 Switch Series</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HP CoreBuilder 9000 Switch Series</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HP S6500 Switch Series</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HP S7500 Switch Series</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
• Customer alerts, bulletins, notices and security bulletins – the support alerts for each product series are hosted on the BSC. Like the other dynamic listings, if there are no support alerts for a product, these items will not appear on the Resources menu. These are the support alerts for which you can subscribe, though their presence on the product page is not dependent upon e-mail notification about their publication.

- **Bulletins** are the most urgent communication and are used for issues such as safety hazard, product failure, or security vulnerabilities. Resolution for the issue will be described within the text of the bulletin.

- **Advisories** are usually used for hardware or software problem and resolution communication.

- **Notices** convey information such as “how to” or best practices, support processes, part number changes, and end of sale or service life.

• **Find support services** – this will help you locate information about uplifted services, post-warranty support coverage, and Carepacks available for your product.

- **Find additional support services for this product**
  - Find support services

- **Register, transfer, uninstall or view the licenses you have for HP Networking products**
  - License management (login required)

- **Register your product to get notifications and special offerings**
  - Register your product

- **Find out more about specifications and features for this product**
  - Specifications and features

• **License management** (login required) – If you are not logged in via HP Passport, when you choose the license management link, you will be redirected to an HP Passport login page before you are brought to the licensing screen on the My Networking portal. Details of the licensing functionality are covered in the HP Networking Guide to My Networking.
Register your product – this hp.com registration is not currently required, but can streamline the process of signing up for driver and support alerts, finding the product series pages you visit most often, and locating services for your product(s).

Specifications and features – this choice is a filter for the knowledgebase articles for the product. In the example screen capture below, you see a number of articles which have been designated as related to specifications and features of the HP 5400 zl Switch series.
Trade in program – these programs change frequently, but are always kept up to date. When you click the trade in program link, you will be asked to choose a product category. I chose “networking” and landed on the HP Networking promotion pictured below.

Learn how easy it is to get a trade-in allowance on aging technology that you can use toward the purchase of any new HP products

Trade in program
• **Other HP Networking support** – this final link in the Self Help resources section brings you from the product series page on the BSC to the HP Networking Support Lookup tool covered earlier in this paper. You may choose this link in order to verify legacy/current product names and numbers.

```
See the HP Networking product name for your pre-acquisition 3Com, H3C, Tipping Point or Colubris products and find relevant support links
Other HP Networking support
```

• **Support Forums** – this is the only link that appears in both the self help and collaborative resources sections of the BSC page, since it can fulfill either style of problem solving. HP Networking product discussion boards are organized by technology area – switching, routing, IP telephony, wireless, and security. HP Passport login is again utilized for those who would like to post to the forums, but anyone can browse the content without being logged in.

```
Collaborative resources:

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>then select:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solve problems, exchange ideas, and learn lessons from experts in an online support community</td>
<td>Support Forums</td>
</tr>
<tr>
<td>Submit a warranty case for technical product support, installation, configuration and software support for HP Networking products</td>
<td>Email support and Electronic case submission (login required)</td>
</tr>
<tr>
<td>Submit and manage a Contract / Care Pack case</td>
<td>Contract / Care Pack case submission (login required)</td>
</tr>
<tr>
<td>Contact us directly</td>
<td>Contact support</td>
</tr>
</tbody>
</table>
```

• **Email support and Electronic case submission** (login required) – this link on the BSC will bring you to the HP Passport login screen and then to the My Networking portal case logging tool.
This link is for **warranty** support cases only. Those who have **contract or Carepack** coverage of their products should use the case logging tool located on the HPSC (HP Support Center) which is linked immediately below.

### Collaborative resources:

<table>
<thead>
<tr>
<th>If you want to...</th>
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<td>Contract / Care Pack case submission (login required)</td>
</tr>
<tr>
<td>Contact us directly</td>
<td>Contact support</td>
</tr>
</tbody>
</table>

- **Contact support** – choosing this link will bring you to a page where you can further identify the type of contact you seek.

### Self-help

- Download drivers and software
- Getting the most out of the Business Support Center
- Solve problems and share knowledge with peers
- HP replacement parts

### Submit a support case to HP

- Contract/Carepack case submission (login required)
- Warranty email support and electronic case submission

### Call HP

- Call technical support after you buy
- Call with questions before you buy

### More HP contact information

Information about calling or e-mailing throughout HP, HP partner and office locations and online resources.

- Contact HP

---

**Providing BSC feedback**

Feedback about BSC falls into one of two categories: feedback about the BSC web pages and feedback about content.

1) Feedback about the BSC web pages or links – use the **feedback to webmaster** link in the footer of the page. When submitting feedback, please provide as much detail as possible – if you are having trouble with a web page, collect the URL of the web page. If there is a problem with a link on the web page, be exact in your description of what is happening and what you believe should be happening.
Feedback to webmaster

Please use this form to submit feedback, suggestions, and problems regarding the HP Business Support web site.

Note: Only messages composed in English will be read. Due to the nature and volume of the messages to our webmaster, Hewlett-Packard will not provide a personalized response to every message. If you need an answer or have product support question, please visit the Contact HP page.

Please fill in the required (marked with "*") areas below before you submit your email.

* Indicates required fields

**Personal**

* First Name

* Last Name

* E-Mail Address

Phone Number

* Country or Region United States

**Subject**

* My needs are I want to give feedback

URL of affected page

Browser Version

**Feedback/problem**

Please include as much information as possible including error messages, URLs, steps to produce, etc.

2) Feedback about content is submitted at the bottom of the page on which the content is presented.
When you complete the feedback, it is submitted to a team that routes it to the author. Please be as complete as possible in your comment/problem description. Your feedback is very important to us and we want to be able to act on it.

Customizing your BSC experience

The BSC supports HP Passport login, generally located in the upper portion of the left page navigation area as shown below. Logging in allows you to customize your BSC experience.
Let’s look at the changes to BSC pages after login, illustrated in the screenshot below.

1) **Welcome** <HP Passport Username> indicates that you are logged into the site

2) **Signout | Edit your profile** allows you to logoff HP Passport and remove the HPP-enabled functionalities and options on the page

3) **Select** <country and language> will always default to the country and language associated with your HP Passport account

4) **Welcome** <HP Passport Username> status/functionality from the top left and center of the page are repeated here because this is where the login was located and users tend to look in this space for that functionality

5) **Choose another product and add it to my list**, **Remove this product from my list**, and (dropdown list) **Select a different product from my list** in the center of the page allows you to quickly jump between support information pages for products you own. If you have signed up for support alerts for a number of product series, or registered products using the hp.com registration process (there is a link on the “See more…” **Resources for my selected product** list in the left navigation), your products will be available in these lists.
6) **My support activities** along the right edge of the page will show you recent BSC activities. Note that since software downloads for HP Networking products do not use the BSC software download utility, your software download history can only be seen on the My Networking portal. See the HP Networking Web User Guide for My Networking for detail on that functionality.

Your view of the documents on a series web page (like the manuals page shown below) will now have a column on the right side that says **add to list**.

Placing a checkbox in that column does not add the document to your document list unless you then scroll to the bottom of the page and click the **Add to my documents list** button, circled in the screen capture below!
Notice how the list entry for a manual on your list will change once it has been added. Since this is a new addition to my list, the document is also added to the My recent documents list, as seen in the right navigation list below.

Knowledgebase articles can also be added to your documents list, though the button to do that does not appear in the same place as it does for manuals. Instead, when you are viewing a knowledgebase article, there is a button at the top of the page, as shown below.
Once the button has been clicked, confirmation that the document has been added appears.

Documents are easily added to your customized list in this way. You can edit or delete documents at any time as well. Clicking on the **my documents list** link shown above yields an edit screen like the one shown below.
Documents can be chosen for deletion from the list using the column with checkboxes on the far right, and the action of deletion occurs when you click the Delete button below the table. A reminder of how documents are added to your list is also present on the edit page.

This section has shown you how the combination of your HP Passport account and your product and document preferences, creates a customized portal for a streamlined and efficient support experience on the Business Support Center.
HP Support Center (HPSC)

HP’s IT Resource Center functions and customer accounts have been migrated to the HPSC. If you are an ITRC user logging in to the HPSC for the first time you should follow the instructions for migrating your ITRC profile data to your HP Passport account. You should have gotten information about the migration of your ITRC account to HP Passport, the authentication system of the HPSC. If you did not, you can use the “Forgot user ID” and “Forgot password” processes to help.

How do I find the HPSC?

The HPSC can be accessed in one of three ways.
1) Using a direct URL: www.hp.com/go/hpsc

2) By clicking a link for a function hosted on the HPSC from the HP Networking Support Lookup tool (usually these are on the Contract/Carepack tab of a product as shown below).
3) By clicking the HP Support Center link at the bottom left of a Business Support Center (BSC) page.

What types of information are hosted on the HPSC?

Once you’ve reached the HPSC, this is the main landing page.
You can navigate to a product page by entering a product name or number in the **Find an HP product** search box, or navigate to your product through progressive categories (e.g. Networking -> Switches -> Modular Switches -> HP 5400 zl Series Switches).

Much like the Business Support Center, you will find Tasks and Resources for your product. This structure is reflected both across the top “tabs” of the product page, and in the left navigation column of the page.
The main benefit of the HPSC for HP Networking customers is the services provided for Carepack and contract customers. The HPSC hosts a Carepack/Contract case logging and management interface, and a Carepack/Contract software download utility called My Updates. There will be more information about each of these in the sections that follow.

At this time, HP Networking does not offer up-to-date warranty software downloads through the HPSC – please use the links on the BSC or look up your product using the HP Networking Support Lookup tool and follow the link to warranty software downloads there.

HP Networking documents are best found using the Business Support Center (BSC) at this time.

**My (Software) Updates**

From the HP Networking Support Lookup Tool, clicking on “Software downloads” from the “Carepack/Contract” tab will redirect you to an HP Passport login screen, as shown in the captures below.
Once you are logged in, you will be asked for your Support Agreement ID (SAID). If you have associated your SAID(s) with your HP Passport login, you will be able to select it from the dropdown box. If you have not, then you may directly enter your SAID as shown below. Be sure to review, then accept the terms and conditions prior to clicking the Submit button.
There is an additional verification check – you may enter either an AMP ID or Support Account Reference (SAR) from your support agreement.

Software updates and licensing - additional access check

To access this SAID you will need to provide some additional information - **either** the AMP ID **or** the Support Account Reference that can both be found on your Support Agreement.

This check is only required the first time you access this SAID with your HP Passport sign-in. Click [here](#) for more information.

If you are unable to find the AMP ID or Support Account Reference, please contact [support](#) for assistance.

The summary screen provided will show the company name, the number of products covered, and the expiration date of your support agreement. To access the download for one of your products, choose the single category/product center or use the **Expand all** or **Collapse all** feature in the menu view. In the example below, I’ve chosen the Wireless category.

To create an initial selection of downloads for this SAID or add to an existing selection: Select from the list of your entitled products those items you would like to download. The products are grouped by category.

Once you have completed your selection, click on “Get software updates” to access your software, licenses and documentation.

If you want to view the existing selection for this SAID, just click on “Get software updates”.

If you want to select a different SAID, please click [here](#).

Show a single category / product center: [Wireless](#)  

Search for products in all categories / product centers:

Enter single or multiple search details

Get software updates  

Expand all  

Collapse all

- Wireless
- Network Security
- Switches
- IP Telephony
- Routers
- Network Software
Check the box for one or more of your products, and then click the Get software updates button.

The download for the product you’ve requested is available (Item #1, below) and a history of your previous downloads is also available, for your convenience.

<table>
<thead>
<tr>
<th>Item #</th>
<th>Product name</th>
<th>Product #</th>
<th>Version</th>
<th>Qty</th>
<th>Deliverables</th>
<th>Date selected (mm-dd-yyyy)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>HP WX2200 Wireless LAN Controller</td>
<td>JE481A</td>
<td>-</td>
<td>1</td>
<td>Get Software</td>
<td>09-19-2011</td>
</tr>
</tbody>
</table>

Products previously requested:

<table>
<thead>
<tr>
<th>Item #</th>
<th>Product name</th>
<th>Product #</th>
<th>Version</th>
<th>Qty</th>
<th>Deliverables</th>
<th>Date selected (mm-dd-yyyy)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>HP A6508 Router</td>
<td>JC177A_RC</td>
<td>-</td>
<td>1</td>
<td>Get Software</td>
<td>09-12-2011</td>
</tr>
<tr>
<td>3</td>
<td>HP A6508 Router</td>
<td>JC177A</td>
<td>-</td>
<td>1</td>
<td>Get Software</td>
<td>09-12-2011</td>
</tr>
</tbody>
</table>

Choosing “Get Software” will bring you to a list of possible downloads for the product you’ve chosen. Choosing a software version from the list on the right will provide you with download file information and download choices (Download Directly/Add to download cart or Use HP Download Manager).
I've chosen Download Directly, and the download popup appears:

**Support Case Manager**

Carepack/Contract cases can be logged and managed from the HPSC’s Support Case Manager tool. You may reach the tool in one of two ways.

1. Use the “Contract/Carepack case submission (login required)” link in the Business Support Center (BSC).
2) Use the Case logging link on the CarePack/Contract support tab of the HP Networking Support lookup tool.

Either one of these paths will bring you to the HPSC Support Case Manager screen shown below.
To log a case, use the “Submit a case” function and enter your Support Agreement ID (SAID) to get started. To view a case already logged, enter the case ID under the “Check case status” header.

Getting Help

HPSC pages have a link for **Site help** in the top navigation bar, as shown below.

Choosing Site help brings you to a “Site help index” which provides information for HP Support Center topics. A screen capture with the feature topics is shown below. Any one of these has a wealth of information there to help you.

To report a problem with the site, follow the process outlined below.

1) Choose **Contact HP** at the top of the page, circled in red, below.
2) Click **Ask a question about using HP Support Center** (circled below)

3) Choose an appropriate HP Support Center topic, complete the information needed on the web form, and choose **Submit >>**.
NOTE: This process is not for technical or product support, but only for issues with the HP Support Center website itself. Follow the prompts on the contact pages for technical support contact methods to report product issues.
Conclusion

This paper has described the various locations and components of the HP Networking support websites. You can see from the detail in each section that every effort has been made to provide a comprehensive experience, with multiple ways to get you what you need from wherever you may be on the HP web. HP Passport is used in all areas of the web; use of your login in combination with product registration and subscription can allow significant personalization and customization of the web experience.