HP Technology Services

HP NonStop Server Support

Technical white paper

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Global Mission Critical Solution Center

Product support for HP NonStop, S5000 and Neoview Servers

The Global Mission Critical Solution Center (GMCSC) gives you a single point of contact when you have a hardware of software inquiry or service request. Operating around-the-clock and staffed by highly trained analysts, utilizing the most modern diagnostic tools available, the GMCSC can respond quickly to your needs, mobilizing the expertise and tools to get your operations running at full speed.

The GMCSC provides high-quality support for HP NonStop and Neoview server hardware and software, and is always your first point of contact in the event of a problem. If additional expertise and resources are needed to provide a solution, the GMCSC is the gateway to HP's comprehensive support offerings. You're assured of a timely resolution to technical issues. HP's response time to your call is defined by your support agreement.

When and how to contact us

If you are covered by an HP service contract for system support (e.g. hardware support, software support), your particular offering determines when and how you may contact us. For instance, you may need to contact us on the web (TWS) for non-urgent questions and to review the status of an open case. However, for critical system or application-down problems, the full resources of our worldwide centers are available to you 24 hours a day, 7 days a week, 365 days a year. Please refer to the contact information link on the web site to locate your local support telephone number.
To assist you as quickly as possible, a GMCSC representative may request the following information:

- Your name and company name
- Your system number
- A contact name and telephone number
- The product involved
- The business impact
- Pertinent documentation/information (e.g. dump, trace, error messages)

What we do

The GMCSC provides specialized services that keep your NonStop, S5000 and Neoview systems running optimally:

- System support - The GMCSC can provide corrective hardware and software system support.
- Problem determination and resolution - The GMCSC works with your organization and members of the customer support team to determine the cause of failure in a hardware or software product - and may directly or indirectly provide hardware and/or software defect support.
- Problem determination and documentation - After initial problem determination by you and the GMCSC, the GMCSC locations and documents defects in HP software products and provides the necessary support information to HP support and development organizations.

How the process works

When you contact the GMCSC, we log your call, confirm that you are entitled to the service you are requesting, and move your call to a technical resource, usually within minutes.

If you are reporting a hardware problem, your call will normally be routed to a support specialist who can remotely diagnose the problem and, if required, affect the swift dispatch of a field technician and the correct part.

If you are reporting a software problem, one of our support specialists will quickly begin the process of clearly defining the problem and finding a solution. Our centers are organized to provide a continuity of contact throughout the management of your case. As necessary, the support specialist will "team" with additional problem solvers.

Coupled with the utilization of knowledge management tools, this ensures that your problem will be resolved as quickly as possible.

Impact on your Business

When you contact the GMCSC, we will need to know the impact the question or problem is having on your business. It helps us if you report the incident using one of the following:

- **no impact:** You have a general question or need for information.
- **minor:** You have identified an isolated or localized problem that does not significantly impact your business operations.
- **major:** The performance of a system or application has been interrupted and there is a risk of recurrence; intermittent failures or interrupts are impacting your business operations significantly.
- **critical:** Your system or application is down or at high risk; you cannot conduct business because there are continual failures or data corruption.

The action taken by your GMCSC representative will correspond to both the urgency of the situation and the terms of your contract.

Sustaining Engineering

If the GMCSC product specialist determines that the technical issue is the result of a design defect, the specialist passes it on to Sustaining Engineering. Sustaining Engineering is responsible for developing the relief strategy in partnership with the GMCSC. This may require debugging the problem to identify potential workarounds or the development of a temporary fix.

In addition, Sustaining Engineering works with the GMCSC and other organizations to improve product usability, so that the next update or version of the product better addresses your needs.

Software Support milestones

We track the resolution of your request through five milestones:

1. Support requests: Your call or online support request.
2. Contact: We begin the exchange of information that helps us understand technically what the problem is.
3. Relief: We deliver the fastest possible solution or workaround that solves the problem--at least temporarily--until a comprehensive solution is available.

4. Formal Fix: We provide a packaged solution that is product assured and tested in the form of a product update, version, or release.
5. Close: You concur that the problem has been solved.

Our Goal: Your satisfaction

HP measures the results of this process against customer-focused service levels for these milestones: contact, relief, and formal fix. Information collected through this worldwide system ensures your satisfaction as well as ongoing improvements in HP's products and services.

Partner Product Support

As a partner who develops applications that run on the NonStop and Neoview platforms, you know how demanding customers are about technical support. With HP Partner Product Support (PPS), HP partners can offer their customers direct access to the knowledge and expertise of the GMCSC - providing 24x7 response in support of your NonStop products. As part of your solution HP offers the following support programs:

Customer Request Support: Your customer calls the GMCSC, and we create an incident report for your product. We route the incident to your support center for technical analysis. Your customers are able to report problems at any time - 24x7, 365 days per year.

Customer Technical Support: As with Customer Request Support, the GMCSC takes the initial call from your customer. In addition, we help customers resolve usage and configuration questions on your products 24x7 - providing true around-the-clock technical support. Complex problems and product defects are routed to your second level support organization.

Product Technical Support: With the comprehensive support offering, we perform the same level of analysis for your products that we do for our own NonStop and Neoview products. We take your customers' calls 24x7, answer usage and configuration questions, and if required, analyze your product's source code to provide a workaround or isolate a software defect. Every time we resolve a new problem, our technical specialist creates and entry in our knowledge management system so that the other customers can readily find the problem/resolution in the future.

HP will work with your organization to develop a Support Plan and a Service Level Agreement depending on the level of support you require.

Premium Support Offerings

In addition to the support offered by the GMCSC, HP offers a variety of premium services to meet your needs. Please see **Support Portfolio Options** for more details.

Global Mission Critical Solution Center

Contact Information

To assist you as quickly as possible, a GMCSC representative may request the following information:
- Your name and company name
- Your system number
- A contact name and telephone number
- The product involved
- The business impact
- Pertinent documentation/information (e.g. dump, trace, error messages)

Refer to the list below to locate your local support telephone number.

Country phone numbers

Country	Telephone Number
Algeria	**+33 1 70200050 (French)** +44 2079 490 219 alternate
Argentina	**0-800-777-0233 toll free** +1 281-927-8420 alternate
Australia	**1800 036 063 toll free** +86 411 8482-5170 alternate
Austria	**0800 201601 toll free** +44 2079 490 222 alternate **0800 201904 (Connect One) toll free** +44 2079 490 221 alternate
Belgium	**0800 15813 (English) toll free** +32 22750706 alternate +44 2079 490 007 alternate 2 0800 15811 (Flemish) toll free +44 2079 490 210 alternate 0800 15812 (French) toll free +44 2079 490 211 alternate
Bermuda	**877-464-0437 toll free** +1 281-927-8420 alternate
Brazil	**0-800-891-0496 (English) toll free** +1 281-927-8422 (English) alternate
Bulgaria	**+43 154652 1584** +44 2079 490 204 alternate
Canada	**800-255-5010 (English) toll free** +1 281-927-8422 (English) alternate 800-387-9649 (French) toll free +1 281-927-8418 (French) alternate
Chile	**1230-020-2845 toll free** +1 281-927-8420 alternate
China (Mandarin)	**800 8909788 toll free** +86 411 8482-5171 alternate
China (English)	**800 8909595 toll free** +86 411 8482-5170 alternate
Columbia	**01-800-912-1721 toll free** +1 281-927-8420 alternate
Costa Rica	**0800-121467 toll free** +1 281-927-8420 alternate
Croatia	**+43 1 54 652 1580** +44 2079 490 204 alternate
Czech Republic	**+43 1 54 652 1581** +44 2079 490 204 alternate
Denmark	**800 13333 toll free**

	+44 2079 490 203 alternate
El Salvador	**800-6240 toll free**
	+1 281-927-8420 alternate
Ethiopia (GCSC)	**+44 2077 440 363**
	+44 2079 490 007 alternate
Finland	**0800 158672 toll free**
	+35 89 22948004 alternate
France	**0800 022242 toll free**
	+44 2079 490 219 alternate
	0800 807786 (NT) toll free
	+44 2079 490 220 (NT)
Germany	**0800 1 844121 toll free**
	+44 2079 490 222 alternate
Greece	**00800 46121359 toll free**
	+44 2079 490 007 alternate
Hong Kong	**800 968 411 toll free**
	+86 411 8482-5172 alternate
Hungary	**00800 11336 toll free**
	+44 2079 490 204 alternate
India	**1800 425 4884 toll free**
	+86 411 8482-5170 alternate
Indonesia	**001 8036 1718 toll free**
	+86 411 8482-5170 alternate
Ireland	**1800 600789 toll free**
	+44 2079 490 007 alternate
Israel	**1 809 449 414 toll free**
	+44 2079 490 007 alternate
Italy	**800 100 811 (Italian) toll free**
	+44 2079 490 208 alternate
	800 185 981 (English) toll free
	+44 2079 490 209 alternate
Japan	**0120-108908 toll free**
	81-(0)3-5349-2600 alternate
Kazakhstan	**+43 1 5465 21572**
	+44 2079 490 116 alternate
Korea	**1577-4722**
	02-2199-0541 alternate
Kuwait Helpdesk	**+44 2079 490 236**
	+44 2079 490 007 alternate
Lebanon Helpdesk	**+44 2079 490 239**
	+44 2079 490 007 alternate
Lithuania	**+46 85 7929002**
	+44 2079 490 116 alternate
Luxembourg	**0800 793511 (English) toll free**
	+44 2079 490 007 alternate
	0800 2375 (Flemish) toll free
	+44 2079 490 210 alternate
	0800 5812 (French) toll free
	+44 2079 490 211 alternate
Macedonia	**+43 1 5465 21573**
	+44 2079 490 007 alternate
Malaysia	**1800 804 073 toll free**
	+86 411 8482-5170 alternate
Malta	**+39 02 4823 0011**
	+44 2079 490 006 alternate
Mauritius	**+33 1 70200051 (English)**
	+44 2079 490 007 alternate
Mexico	**001-800-290-1193 toll free**
	+1 281-927-8420 alternate
Netherland Antilles (Curaçao)	**001-866-437-0728 toll free**
	+1 281-927-8420 alternate
Netherlands	**0800 02 23635 toll free**
	+31 20 504 0619 alternate

New Zealand	**0800 441 756 toll free** +86 411 8482-5170 alternate
Norway	**815 48355 toll free** +44 2079 490 212 alternate
Oman	**+44 2079 490 233**
Peru	**0800-50-993 toll free** +1 281-927-8420 alternate
Philippines	**1800 1611 0215 toll free** +86 411 8482-5170 alternate
Poland	**00800 4911255 toll free** +44 2079 490 213 alternate
Portugal	**213 180079 toll free** +44 2079 490 215 alternate
Qatar Helpdesk	**+44 2079 490 238** +44 2079 490 007 alternate
Romania	**+43 1546521582** +44 2079 490 007 alternate
Russia	**0800 799071 toll free** +44 2079 490 116 alternate
Saudi Arabia	**800 1240060 toll free** When you get through to this number, there will be a delay for you to: - Dial 1960 to talk to a WFM dispatch agent, or - Dial 1961 to talk to a NonStop dispatch agent +44 2079 490 232 alternate
Serbia and Montenegro	**+49 6966404301** +44 2079 490 007 alternate
Singapore	**800 6161 088 toll free** +86 411 8482-5170 alternate
Slovakia	**+43 1 5465 21574** +44 2079 490 007 alternate
Slovenia	**+43 1 5465 21575** +44 2079 490 007 alternate
South Africa	**0800 999105 (English) toll free** 02079490056 alternate +44 2079 490 007 alternate 2
Spain	**900 501268 toll free** +34 915 909391 alternate
Sweden	**020 463982 toll free** +44 2079 490 299 alternate
Switzerland	**0800 553647 (German) toll free** +44 2079 490 298 alternate 0800 002122 (French) toll free +44 2079 490 219 alternate
Taiwan	**008 0161 1171 toll free** +86 411 8482-5171 alternate
Thailand	**001 800 611 4172 toll free** +86 411 8482-5170 alternate
Tunisia	**+33 1 70200052 (French)** +44 2079 490 219 alternate
Turkey	**+800 4691339** +44 2079 490 007 alternate
Ukraine	**+43 1546521583 (Russian)** +44 2079 490 116 alternate
United Arab Emirates Helpdesk	**+44 2079 490 233** +44 2079 490 007 alternate
United Kingdom	**0800 102323 toll free** +44 2079 490 007 alternate
USA	**1-800-255-5010 toll free** +1 281-927-8422 alternate
Venezuela	**0-800-100-2031 toll free** +1 281-927-8420 alternate

Electronic Support

Electronic support is available to all HP NonStop and S5000 Server service contract customers at no additional charge and enables our customers to access vital support information when they need it.

Registration
Customers must first register at the **NonStop eServices Portal website** to use the following tools and services.

Logon
If you have previously registered, you may go directly to the NonStop eService Portal website to **logon**, change your information, or lookup a lost password.

Knowledgebase for NonStop Support (KBNS)

KBNS is a powerful search tool offering quick and easy access to previously answered technical support questions from our world-class Global Mission Critical Solution Centers. Access is for customers only and registration requires a valid system number under contract. **Read more about KBNS.**

Total Web Support (TWS)

Total Web Support (previously known as Tandem Web Support) allows customers to submit problems and questions directly to the Global Mission Critical Solution Center. Customers may also use this tool to create new cases, check on the status of open cases, and update notes on existing cases. **Read more about TWS.**

ExpressNotice

ExpressNotice is an electronic tool required for all NonStop and S5000 server support contract customers. This automatic global delivery system proactively delivers support information directly to you. **Read more about ExpressNotice**

Scout for NonStop Servers

Scout for NonStop Servers enables you to view, research and download Software Product Revisions (SPRs) as well as to request Site Update Tapes (SUTs) and Independent Product (IP) update CDs for your systems. In addition, you can use it to view Hotstuff messages, Support Notes, SPRs for special consideration, contents of available RVUs, and to review what software products are licensed for your systems. Scout is a vital tool for anyone involved in NonStop server system management. **Register for this tool.**

HP NonStop Technical Library

The HP NonStop Technical Library is the next-generation application for accessing, searching, and viewing HP NonStop server–related technical publications and support information. Browser based and built on Internet standards, the Technical Library replaces the Total Information Manager (TIM). NTL can be accessed on the internet at **www.hp.com/go/ntl**   **Read more about NTL.**

Knowledgebase for NonStop Support (KBNS)

The Knowledgebase for NonStop Support (KBNS) offers quick and easy access to previously answered technical support questions and problems.

With solutions compiled from our worldwide **Global Mission Critical Solution Centers,** the knowledgebase can save you time, increase efficiency and help you find the answers to your common questions and reported hardware and software problems.

The Knowledgebase is comprised of solutions which contain descriptions to problems and questions and provide a formal fix or answer. It also contains solutions which outline a reported problem that has been analyzed and escalated to Development but at this time does not contain a formal fix. However, many of these types of solutions contain possible workarounds that could provide a temporary solution to a problem until a formal fix becomes available.

Knowledge published on the KBNS website is created from actual support calls and common questions that the GMCSC's Product Support Specialist encounter in the day to day support of our NonStop customers. Customer feedback on knowledge contained on the KBNS website is routed back to the Product Support Specialist and is used to improve upon the current knowledgebase. The knowledgebase is updated multiple times daily keeping the information both current and relevant to your support needs.

Customers and support providing partners who are interested in utilizing this support tool may register at the **NonStop eService Portal website** for KBNS and other offered support tools. Please provide a current HP NonStop system number under a current support contract when registering for KBNS access.

Total Web Support (TWS)

Total Web Support (TWS) is an internet-based support application made available free to customers and support providing partners who attain a valid software/hardware support contract with HP. TWS has been developed around the needs of our worldwide HP Nonstop customers and partners and is available when you need it.

TWS allows HP Nonstop customers and support providing partners to submit support related problems and questions without having to call directly into one of our Global Mission Critical Solution Centers.

TWS offers customers and support providing partners the following options:
- Create new cases
- Check status of existing cases
- Add notes to any open existing case

Customers using TWS to submit support related problems and questions will be provided the same level of support from our Global Mission Critical Solution Center as customers who call into our Global Mission Critical Solution Center.

Customers and support providing partners who are interested in utilizing this support tool may register at the NonStop eService Portal website for TWS and other support offered tools. Please provide your current HP NonStop system number when registering. For customer and support providing partners who would like to request multiple system support for various system locations, please enter each system number that you would like set up under your TWS account.
Register for this support tool at **NonStop eService Portal website.**

ExpressNotice

HP requires all NonStop support contract customers to register for an automatic proactive global delivery system called ExpressNotice, which delivers system support information for HP NonStop Servers, S5000 Servers, and Legacy (Tandem Heritage) NT platforms.

ExpressNotice has extensive and flexible enrollment profiling capabilities, and provides you with the ability to customize your own account information with your particular system management needs. ExpressNotice can be further tailored to a single system or to the entire computing environment, and automatically notifies your pre-selected contact person via their email account address.

Here are some examples of what you would receive from your enrollment in ExpressNotice:
- Hotstuff Notifications (Outage Prevention Notices)
- Release Documents & Notifications
- Software Product Revisions (SPR)
- Support Notes

The enrollment process is easily accomplished via the Internet and is offered at no charge to all HP customers who have a NonStop or S5000 Server support contract. ExpressNotice is also available to resellers and distributors who provide hardware and software support to their customers.

To enroll in ExpressNotice register at NonStop eService Portal website.

Contact your local HP Business Operations Manager or Support Services Manager for more information regarding ExpressNotice, or if you should need a Service Description Attachment form.

For more information

To read more about NonStop Services, go to http://www.hp.com/services/nonstop

Share with colleagues

Get connected
www.hp.com/go/getconnected
Current HP driver, support, and security alerts delivered directly to your desktop

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