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Hewlett-Packard's Software Support team is pleased to share with you this **HP Software license guide**, which includes useful information about obtaining help and managing the HP Software Licenses from your recent new order.

Additionally, for more comprehensive information, here is the link for the HP Software Customer Support [Handbook](#); this provides the guidelines and reference materials that again will assist you in maximizing your HP Software investment.

Once your HP Software order has been processed, you will receive an **email** detailing information about **how to download** your HP Software **Licenses** and to **obtain** your license **keys**. If you do not receive this information please send an email to prmo.pdapi@hp.com stating your HP Order Number and the email address to which you want the information sent. Your HP Software Sales Representative can provide the HP Order Number.

To get started with your license installation, you will first need to **Create a HP Passport Account**, or log in to your existing account. HP Passport is a single sign-in service that lets you register with HP Passport-enabled websites. If you do not have an HP Passport account, please visit the SSO website at: www.hp.com/go/hpsoftwaresupport and click "Register" above the toolbar. You are now ready to access product manuals and log incidents online at Software Support Online (SSO).

*The next step is **Software Activation**.* Most HP Software products include a temporary license, which lasts for up to 60 days. License keys are required to enable most products, and they can be requested at: www.webware.hp.com/welcome.asp. Webware requires an HP Passport account. Two pieces of information are needed:

- Your systems identifier, like a Hostname or IP address; and
- Your HP order number. The HP order number can be found on the License Entitlement Certificate that you will receive via email as soon as the order is booked.

There are **three ways to Contact us for help** about the delivery and the licensing of HP Software: logging a support case via the web, phone or email. To help us deal with your request efficiently and effectively please follow the steps below:

Web	
1	http://support.openview.hp.com/casemanager/newincident
2	Log in using your HP passport username and password. <i>Information about 'HP Passport' is detailed in the HP Software Customer Support handbook</i>
3	Select the radio button 'Non-Technical/business'
4	From the drop down menu select the following:
-	"Licensing" for licensing key issues
-	"Electronic product delivery" for software fulfillment issues

	-	"ELA administrator request" for ELA licensing (SAWS) issues
	-	"Investigate Support Contract" for support contract and SAID issues
5		Specify the SAID you are going to use
6		Enter the case title, case details and attachments
Email		
Area		AMS
Product Licensing Support		MI.licensing-NA@hp.com
ELA Licensing (SAWS) Setup		ELA.Administration@hp.com
Webware (system) related issues		Americas_password@cnd.hp.com
Telephone		
License & Product Delivery Issues		
Brazil		+0 800 556405
Canada		+1 800 633-3600
Mexico		+800 501 9800
USA		+1 800 633-3600
All other countries		http://support.openview.hp.com/contact_list.jsp
Webware (system) Related Issues		
All countries in AMS		+1 801 431-1597 or +1 800 326-0411

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