



HPE Technical Support - How to log an web Support Ticket Using the HPE HPESC Portal

Article Number mmr_sf-EN_US000014909

Environment

- HPE manufactured products
 - HPE sold products
 - HPE sold Solutions
-

Issue

Users like to have some guidance on how to log a technical support request ticket through our Hewlett Packard Enterprise Support Center (HPESC) portal.

Cause

Resolution

HPE users with an eligible warranty or support contract can log very easily (Within 5 minutes) a support case through our so called HPESC portal.

The steps below outline that process. The user needs to to have his Support Agreement ID (SAID) number on hand available (12 digits) or a valid HPE serial number together with a product number associated to the product or solution.

1. Logon to our HPESC portal: www.hpe.com/support/hpesc

Welcome to HPE Support Center! Find out [how to get started](#) or see [what's new](#). Looking for [HP products](#)  ?

Get drivers, manuals, parts & solutions

Select your HPE product

Enter a product name or number


(e.g. ProLiant DL360p)

OR

-
-
- Click now at first on: "My HPE Support sign-in" or on "View my recent cases".
- Enter your login credentials and hit sign-in:

Sign in

Sign in using HPE Passport 

Required *



User ID *

Your user ID may be your email. [Forgot User ID](#)

Password *

[Forgot Password](#)

Remember me on this computer

 HPE Passport is secure 

-
-
-
-
-
- At the screen next hit the "Submit a case" link on the left side for submitting a new supportcase:

My HPE Support Center

[My HPE Support sign-in](#)

[Register for HPE Passport](#)

[View my recent cases](#)


[View my contracts & warranties](#)

[Manage my contracts & warranties](#)

More support options

Hewlett Packard Enterprise Support Center

Insight Online

Product Support 

My IT Environment 

Support Case Manager

Support Case Manager

[Submit a case](#)

[View case report](#)

[Edit SCM settings](#)

[Help](#)

Submit and manage support cases for hardware, software, warranty, packaged support or support contracts.

Submit a case

Enter contract and warranty identifiers for Hewlett Packard Enterprise products go to [HP Support Center](#).

7. Manage your contracts & warranties

At the screen below enter SAID (12 digit) number or any valid serialnumber for the HPE product/Solution:

Hewlett Packard Enterprise Support Center

Insight Online

Product Support 

My IT Environment 



Submit a case

Support Case Manager

[Submit a case](#)

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Manage your contracts & warranties

[Link support agreements](#)


[Link packaged support](#)

[Link warranties](#)

[View my contracts & warranties](#)

Submit a case

Enter contract and warranty identifiers only for Hewlett Packard Enterprise products. For HP products go to [HP Support Center](#).

(Service Agreement ID, Packaged support ID, Product serial number) 

Submit

Cancel

Browse your contract & warranty products

At the screen below SAID or Serial will be matched to a existing SKU (ProductNumber) or otherwise it will be asked to mention one manually. Select at this moment if visible the "Submit case" button on the bottom right corner or enter the Product number manually.

Eligible product or contract

At the next screen as below visible all the details can be entered for the support case to be generated. Please be as precise as possible for all details as it will help in quick engagement by HPE technical support.

Support Case Manager

[Submit a case](#)
[View case report](#)
[Edit SCM settings](#)
[Help](#)

Your case will be submitted using:
Service Agreement ID: 10 XXXXXXXXX
Product number: U8RE5AS

[Change product](#)

Manage your contracts & warranties

[Link support agreements](#)
[Link packaged support](#)
[Link warranties](#)
[View my contracts & warranties](#)

Case details

Please provide as much information below to aid HPE Support Center to help solve your case.

Required *


Case title *

Operating system/version

Product

Product version

Severity  

Problem description * 

Please provide a detailed description of the symptoms you have observed, error messages you have encountered, and the programs, commands or devices that are involved.

Note: You will be provided the option to email attachments and link the contract or warranty to your profile once you have submitted this case.

Please include here all of your observations like: when did it occur, what action was performed just before, what has been done in troubleshooting. Include as well any URL's to possible logs that are available already.

The Severity that you select is important to us,
As such see below the right description for each Severity 1/2/3 that you can select.

Severity

- **Severity 1—Critical Down:** for example, production environment down; production system or product application down/at severe risk; data corruption/loss or risk; business severely affected; safety issues
- **Severity 2—Critically Degraded:** for example, production environment severely impaired; production system or production application interrupted/compromised; risk of reoccurrence; significant impact on business
- **Severity 3—Normal:** for example, non-production system (i.e., test system) down or degraded; production system or production application degraded with workaround in place; non-critical functionality lost; limited impact on the business

On the screen below, enter a proper problem description and troubleshooting steps taken:

Problem description ⓘ

Please provide a detailed description of the symptoms you have observed, error messages you have encountered, and the programs, commands or devices that are involved.

Note: You will be provided the option to email attachments and link the contract or warranty to your profile once you have submitted this case.

Mention your problem description here preferred with:

- Environment information (other HPE Hardware/Software products in this Solution)
- error messages
- warnings available
- screenshots available
- How the got observed
- what potential other jobs/operations where executed at the same time
- Any potential impact to your operations
- any suggested actions you like [HPE](#) to review

Troubleshooting steps taken ⓘ

Please provide any corrective actions you have taken, the results of those actions, and the conditions under which the problem does or does not occur.

- [Logfiles](#) you collected
- Screenshots you collected
- action you performed to recover
- resolutions already reviewed at: <http://docs.hpcloud.com> / www.hpe.com/support/hpesc
- suggestions that you reviewed from public sources like <http://docs.openstack.org>
- download link for [HPE](#) support to download logs / [supportdumps](#) / other data
- for [HPE Helion OpenStack](#) please capture my_cloud directory on [HLM](#) node and gather [SOSreports](#) from each node through [YML](#) script on HLM node:

```
ansible-playbook -i hosts/verb_hosts sosreport-run.yml
```

Customer tracking number ⓘ

On the screen below, enter contact details so HPE Pointnext support engineers can quickly engage with.

Some attention points here:

Please enter your phonenumber in international notation (+xx).

Verify as well the correct Support Case Manager PIN to be used for your HPE Product or Solution.

For the HPE Pointnext Cloud Center of Excellence we use the following Program PIN per HPE Solution:

HPE Cloud CoE Solution	HPE Program PIN
HPE Converged Systems / HPE CloudSystem matrix 6.x/7.x	CONVSYSTEM_VIRT
HPE CloudSystem 8, 9 & 10 :	CLOUDSYSTEM
HPE Helion OpenStack / Helion Stackato:	HELION_OPENSTACK
HPE NFV systems :	NFV_SOLUTION


Equipment: This is where the HPE product / solution is located physically (DataCenter / on-premise)



Ship to: In case of any parts exchange this would be a different Ship to address if HPE can not ship the part to the Equipment location provided as well (Covered as well in a picture below this one).

Contact (2): This could be an possible alternative contact in case you might not always be available (Covered as well in a picture below this one).

If finished filling in the fields below, proceed hitting the "Submit" button to send the new case to HPE.

Contact & equipment location Information

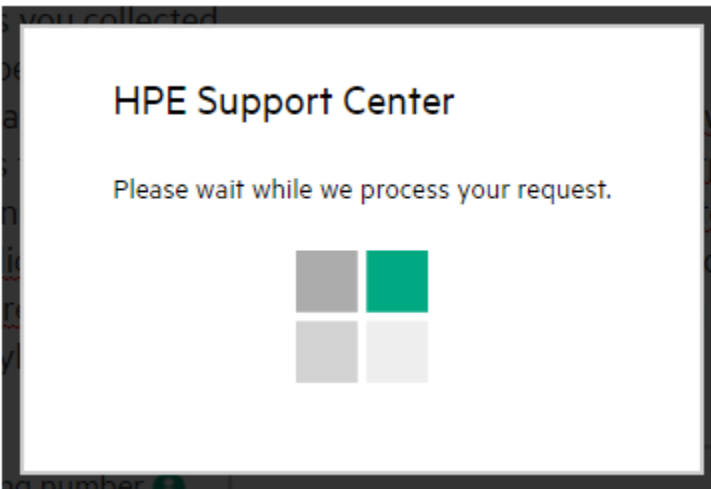
Enter information below or select prefills from the dropdown lists. You may modify the contact information. Any changes made here are effective for this case only. For permanent changes, please contact your HPE representative listed on your HPE customer support service documentation. Enter any additional contact information into the "problem description" under case details. 

Contact	Contact (2)	Equipment	Ship to
Contact	Select a contact 	Equipment contact name	Mr. X. XX
First name	Jeroen	Equipment contact phone *	+31 20 xxxx xxx
Last name	Kleen	Company name	Company Y
Phone number *	+31 20 xxxx <input type="text" value="Ext *"/> <input type="text" value="xxx"/>	Address line 1	Startbaan 16
Alternate Phone *	+31 20 xxxx xxx	Address line 2	<input type="text"/>
Email address	Jeroen@company.com	Mailstop	<input type="text"/>
Support Case Manager PIN	HELION_OPENSTACK	City/Town	Amstelveen
		State/Province	Noord-Holland
		Zip/Postal code	1187 XR
		Country/Region	NETHERLANDS 

The picture below shows the alternative Contact(2) field and the Ship to fields. Hitting the "Submit" button now will submit this new case creation request to HPE.

Contact	Contact (2)	Equipment	Ship to
First name	<input type="text"/>	Shipping contact name	<input type="text"/>
Last name	<input type="text"/>	Shipping contact phone	<input type="text"/>
Phone number	<input type="text"/> Ext <input type="text"/>	Company name	<input type="text"/>
Alternate Phone	<input type="text"/>	Address line 1	<input type="text"/>
Email address	<input type="text"/>	Address line 2	<input type="text"/>
		Mailstop	<input type="text"/>
		City/Town	<input type="text"/>
		State/Province	<input type="text"/>
		Zip/Postal code	<input type="text"/>
		Country/Region	<input type="text" value="Select Country"/> <input type="button" value="v"/>


The picture below might show up for 10-20 seconds indication the case creation is in progress.



When the case is successfully created the screen below will show up:

Please use click now on the e-mail address listed there: gsd_cc_case_mngmt@hpe.com to send any attachments like: logs, network/storage/solution diagrams to HPE to be automatically attached to the open support case. Adding the logs/screenshots/troubleshooting performed in this way will speed up the engagement with HPE and time to resolution in a significant way. Do not change as indicated the subject line as otherwise the data submitted might not be attached to the case automatically. The important piece on the subject line is the section <> aka: <CASE:531xxxxxx> this section should always reference your HPE Case ID in case you use any other e-mail client.

Your case was successfully submitted. Please note your Case ID: 531 xxxxxx for future reference.

An email confirmation will be sent to the case contact. Hewlett Packard Enterprise will contact you to begin work on your problem based on your contract or warranty coverage. 

[Link support agreements](#)

[Link packaged support](#)

[Link warranties](#)

Add attachments to case: 

Click this link to send attachment to gsd_csc_case_mngmt@hpe.com  (Maximum size is 10 MB)

Case information

Case ID:	531 xxxxxx
Case title:	{Companyname} - {Region} - {Problem Desc.}
Severity	3-Normal
Service Agreement ID:	10 xxxxxx
Product number:	U8RE5AS
Submitted:	1/30/2017 9:59:25 AM
Last updated:	1/30/2017 9:59:25 AM
Source:	Web
Case status:	Received by HP

For users that do like to have the HPE Program PIN automatically filled in for future usage with a value like: HELION_OPENSTACK please "edit SCM settings" at the main menu (Left side of the screen) and set the "Support Case Manager PIN" to your preferred default setting (See the screen below).

Edit SCM settings

Support Case Manager

[Submit a case](#)

[View case report](#)

[Edit SCM settings](#)

[Help](#)

Manage your contracts & warranties

[Link support agreements](#)

[Link packaged support](#)

[Link warranties](#)

[View my contracts & warranties](#)

Please review and modify these settings to enhance your Support Case M

Contact dropdown prefill values

Please specify how you would like your list of contacts prefilled when you

- Use data from support agreement
- Use data from support agreement, HPE Passport and last used contac

Preferred contact data prefill options

Please specify how you would like your contact information prefilled wher

- Do not prefill
- Prefill from HPE Passport Profile
- Use last entered data
- Use data from support agreement

Preferred equipment location data prefill options

Please specify how you would like your address information prefilled wher

- Do not prefill
- Prefill from HPE Passport Profile
- Use last entered data
- Use data from support agreement

Support Case Manager PIN (restricted use only)

Please specify your Support Case Manager PIN to enable PIN routing. 

Support Case Manager PIN

HELION_OPENSTACK

This document will be updated when more information becomes available.

A vanity URL will be added soon to this document.