Hewlett Packard Enterprise

HPE Technology Services HPE NonStop Server Support

HPE Global NonStop Solution Center (GNSC)

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Reference guide

Global NonStop Solution Center

Product support for HPE NonStop and Big Data Servers

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

The GNSC provides high-quality support for HPE NonStop and Big Data 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 GNSC is the gateway to Hewlett Packard Enterprise's comprehensive support offerings. You can receive timely resolution to technical issues. Hewlett Packard Enterprise's response time to your call is defined by your support agreement.

When and how to contact us

If you are covered by an Hewlett Packard Enterprise service contract for system support (for example, 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 through Total Web Support (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. Refer to the contact information link on the website to locate your local support telephone number.

To assist you as quickly as possible, a GNSC 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 or information (for example, dump, trace, error messages)

What we do

The GNSC provides specialized services that keep your NonStop and Big Data systems running efficiently.

- **System support:** The GNSC can provide corrective hardware and software system support.

- **Problem determination and resolution:** The GNSC 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 or software defect support.

- **Problem determination and documentation:** After initial problem determination by you and the GNSC, the GNSC locates and documents defects in Hewlett Packard Enterprise software products and provides the necessary support information to Hewlett Packard Enterprise support and development organizations.

How the process works

When you contact the GNSC, 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, effect the swift dispatch of a field technician and the correct part.

If you are reporting a software problem, one of our support specialists can 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 can "team" with additional problem solvers.

Coupled with the utilization of knowledge management tools, this helps ensure that your problem is resolved as quickly as possible.

Impact on your business

When you contact the GNSC, 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 GNSC representative will correspond to both the urgency of the situation and the terms of your contract.

Sustaining Engineering

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

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

HPE NonStop software support milestones

We track the resolution of your request through three 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.

Global NonStop Solution Center

Contact information

To assist you as quickly as possible, a GNSC 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 or information (for example, dump, trace, error messages)

Email: nonstopsupport@hpe.com

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

Country phone numbers

Country	Telephone number
Algeria	**+33 1 70200050 (French)** +44 2030 277836 alternate
Argentina	**0-800-777-0233 toll free** +1 281-377-2187 alternate
Australia	**1800 036 063 toll free** +65 6622 1514 alternate
Austria	**0800 201601 toll free** +44 2030 277836 alternate
Bahrain Helpdesk	**800 81308 toll free** +44 2030 277836 alternate
Belgium	**0800 15813 (English) toll free** +44 2030 277836 alternate **0800 15811 (Flemish) toll free** +44 2030 277836 alternate **0800 15812 (French) toll free** +44 2030 277836 alternate
Bermuda	**877-464-0437 toll free** +1 281-377-2187 alternate
Brazil	**0-800-891-0496 (English) toll free** +1 281-377-2187 (English) alternate
Bulgaria	**+43 154652 1584** +44 2030 277836 alternate
Canada	**800-255-5010 (English) toll free** +1 281-377-2187 (English) alternate **800-387-9649 (French) toll free** +1 281-377-2187 (French) alternate
Chile	**1230-020-2845 toll free** +1 281-377-2187 alternate
China (Mandarin)	**800 8909788 toll free** +65 6622 1514 alternate
China (English)	**800 8909595 toll free** +65 6622 1514 alternate
Columbia	**01-800-912-1721 toll free** +1 281-377-2187 alternate
Costa Rica	**0800-0121467 toll free** +1 281-377-2187 alternate
Croatia	**+43 1 54 652 1580** +44 2030 277836 alternate

Country	Telephone number
Czech Republic	**+43 1 54 652 1581** +44 2030 277836 alternate
Denmark	**800 13333 toll free** +44 2030 277836 alternate
El Salvador	**800-6240 toll free** +1 281-377-2187 alternate
Ethiopia	**+44 2077 440 363** +44 2030 277836 alternate
Finland	**0800 158672 toll free** +44 2030 277836 alternate
France	**0800 022242 toll free** +44 2030 277836 alternate **0800 807786 (NT) toll free** +44 2030 277836 (NT)
Germany	**0800 1 844121 toll free** +44 2030 277836 alternate
Greece	**00800 46121359 toll free** +44 2030 277836 alternate
Hong Kong	**800 968 411 toll free** +65 6622 1514 alternate
Hungary	**06 80 011 336 toll free** +44 2030 277836 alternate
India	**1800 425 4884 toll free** +65 6622 1514 alternate
Indonesia	**001 8036 1718 toll free** **+62 21 573 1718 toll** +65 6622 1514 alternate
Ireland	**1800 600789 toll free** +44 2030 277836 alternate
Israel	**1 809 449 414 toll free** +44 2030 277836 alternate
Italy	**800 100 811 (Italian) toll free** +44 2030 277836 alternate **800 185 981 (English) toll free**
Japan	**0120-108908 toll free** 81-(0)3-6743-9474 alternate
Kazakhstan	**+43 1 5465 21572** +44 2030 277836 alternate
Korea	**1577-4722** 02-3483-1486 alternate
Kuwait Helpdesk	**+44 2079 490 236** +44 2030 277836 alternate

Country	Telephone number
Lebanon Helpdesk	**+44 2079 490 239** +44 2030 277836 alternate
Lithuania	**+46 85 7929002** +44 2030 277836 alternate
Luxembourg	**8 0022 375 (Flemish) toll free** +44 2030 277836 alternate **8 0025 812 (French) toll free** +44 2030 277836 alternate
Macedonia	**+43 1 5465 21573** +44 2030 277836 alternate
Malaysia	**1800 804 073 toll free** +65 6622 1514 alternate
Malta	**+39 02 4823 0011** +44 2030 277836 alternate
Mauritius	**+33 1 70200051 (English)** +44 2030 277836 alternate
Mexico	**001-800-290-1193 toll free** +1 281-377-2187 alternate
Netherland Antilles (Curaçao)	**001-866-437-0728 toll free** +1 281-377-2187 alternate
Netherlands	**0800 02 23635 toll free** +44 2030 277836 alternate
New Zealand	**0800 441 756 toll free** +65 6622 1514 alternate
Norway	**815 48355 toll free** +44 2030 277836 alternate
Oman	**800 77613** +44 2030 277836 alternate
Peru	**0800-50-993 toll free** +1 281-377-2187 alternate
Philippines	**1800 1611 0215 toll free** +65 6622 1514 alternate
Poland	**00800 4911255 toll free** +44 2030 277836 alternate
Portugal	**213 180079 toll free** +44 2030 277836 alternate
Qatar	**00800 100608 toll free** +44 2030 277836 alternate
Romania	**+43 1546521582** +44 2030 277836 alternate
Russia	**+7 495 580 9466 toll free** +44 2030 277836 alternate

Country	Telephone number
Saudi Arabia	**800 844 9799 toll free** +44 2030 277836 alternate
Serbia and Montenegro	**+49 6966404301** +44 2030 277836 alternate
Singapore	**800 6161 088 toll free** +65 6622 1514 alternate
Slovakia	**+43 1 5465 21574** +44 2030 277836 alternate
Slovenia	**+43 1 5465 21575** +44 2030 277836 alternate
South Africa	**0800 999105 (English) toll free** +44 2030 277836 alternate
Spain	**900 501268 toll free** +44 2030 277836 alternate
Sweden	**020 463982 toll free** +44 2030 277836 alternate
Switzerland	**0800 553647 (German) toll free** +44 2030 277836 alternate **0800 002122 (French) toll free** +44 2030 277836 alternate
Taiwan	**008 0161 1171 toll free** +65 6622 1514 alternate
Thailand	**001 800 611 4172 toll free** +65 6622 1514 alternate
Tunisia	**+33 1 70200052 (French)** +44 2030 277836 alternate
Turkey	**+800 4691339** +44 2030 277836 alternate
Ukraine	**+43 1546521583 (Russian)** +44 2030 277836 alternate
United Arab Emirates Helpdesk	**800 04445688** +44 2030 277836 alternate
United Kingdom	**0800 102323 toll free** +44 2030 277836 alternate
USA	**1-800-255-5010 toll free** +1 281-377-2187 alternate
Venezuela	**0-800-100-2031 toll free** +1 281-377-2187 alternate

Electronic support

Electronic support is available to all HPE NonStop 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 look up a lost password.

HPE Support Center search support knowledge

Successful companies are learning how to anticipate and prepare for virtually any scenario. The HPE Support Center (HPESC), as a part of HPE Next Generation Customer Support Experience, can help get you ready for anything, no matter how fast or furiously it comes.

With solutions compiled from our worldwide Global NonStop Solution Center, 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 consists of solutions that contain descriptions to problems and questions and provide a formal fix or answer. It also contains solutions that 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 HPESC website is created from actual support calls and common questions that the GNSC product support specialists encounter in the day-to-day support of our NonStop customers. Customer feedback on knowledge contained on the HPESC 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 HPESC Search Support Knowledge and other offered support tools.

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

TWS allows HPE Nonstop customers and support-providing partners to submit support-related problems and questions without having to call directly into one of our Global NonStop 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 can be provided the same level of support from our Global NonStop Solution Center as customers who call into our Global NonStop 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 offered support tools. Provide your current HPE NonStop system number when registering. For customer and support-providing partners who would like to request multiple system support for various system locations, 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

Hewlett Packard Enterprise requires all NonStop support contract customers to register for an automatic proactive global delivery system called ExpressNotice, which delivers system support information for HPE NonStop 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 and notifications

- Software product revisions (SPRs)

- Support notes

The enrollment process is easily accomplished via the Internet and is offered at no charge to all Hewlett Packard Enterprise customers who have a NonStop 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 HPE Business Operations Manager or Support Services Manager for more information regarding ExpressNotice, or if you should need a Service Description Attachment form.

Scout for NonStop Servers

Scout for NonStop Servers enables you to view, research, and download SPRs as well as 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, Software Product Revisions (SPRs) for special consideration, contents of available Release Version Updates (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.

To enroll in Scout, register at NonStop eService Portal website.

Learn more at
hpe.com/us/en/servers/nonstop.html

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