Remote diagnosis is an essential step in the HP support process and you, as the customer, have a key role to play. There are many benefits for you. We can often fix the problem immediately without parts, or more quickly by sending the right parts the first time. This results in the shortest possible downtime and minimal impact to you and your business.

When you log a support call with HP we will request your assistance to resolve the problem remotely or gain more information to diagnose the issue. You can help by doing the following when requested:

- Providing all information necessary for HP to deliver timely and professional remote support and to enable HP to determine the level of support eligibility
- Starting self tests and installing and running other diagnostic tools and programs
- Installing Customer-installable firmware updates and patches
- Performing other reasonable activities to help HP identify or resolve the problem
- Having diagnostic tools pre-installed as part of your ongoing preventive maintenance strategy.

The following guideline explains how you can help us to help you achieve a resolution faster.
### Logging a Support Call

Online support tools are available to assist you to self-solve problems or to troubleshoot the problem prior to contacting HP. For online support go to: [http://welcome.hp.com/country/us/en/support.html?pageDisplay=Support](http://welcome.hp.com/country/us/en/support.html?pageDisplay=Support)

When logging a support call you will need to supply the following information:

- **Serial Number, Support Account Reference or SAID**
- **Model Number or Software description**
- **Contact Name and Phone Number**
  - Primary contact
  - On site contact (if different)
  - Alternative contact
- **Location of Hardware**
- **Description of Problem**
- **Business Impact - Critical/High/Medium/Low**

The details of someone that can participate in troubleshooting should be provided when the call is logged. HP may have to contact the user and/or an IT contact with access to the unit, to get more information regarding the issue and/or get the user to perform some diagnostic steps.

HP will always aim to respond to your case to meet our onsite response time commitment to you. The cases are prioritized based on contractual obligations and, where appropriate, severity. The time taken in the diagnosis process is factored into our ability to meet onsite response time commitments, however at times you may be asked if you wish to continue remote troubleshooting beyond your onsite commitment, in the interest of obtaining a quicker and more accurate resolution. The onsite response time commitment will not apply if the service can be delivered via remote diagnosis and support methods.

### Information Required for Troubleshooting

The following information is required in order for us to fully diagnose your problem and provide the most effective solution when you call HP for assistance or use one of our online resources. This information will be gathered as a series of questions when logging the call by phone, or via a template when logging the call online. If this information is not included when you log a case online you will receive a call from a Product Specialist requesting it.

1. **Problem Description/Error message** - Provide details of the fault and any error codes displayed on the equipment. These error numbers give the Product Specialist the ability to immediately identify where the problem area is.
2. **When the problem occurs** - i.e. during the power on sequence, during normal operation or when a particular task is being performed.
3. **Duration and regularity** - It is useful for the Product Specialist to know the duration and regularity of the issue, i.e. whether the problem has been occurring for a long time and is intermittent or has only recently occurred.
4. **Recent Changes** - Has anything changed in the environment recently? These changes may be linked to the current issue. Providing the Product Specialist with these details assists with the troubleshooting and root cause identification.
5. **Issue History/Previous Case** - Has this issue occurred before? The issue history on your unit is important in determining the next steps to solve the issue and whether the next level of support needs to be engaged to assist in providing a solution. Providing the previous case number can be very helpful to easily retrieve the issues history.
6. **Steps taken to resolve** - Let the Product Specialist know what you have already done as it will help in identifying the cause of the issue, e.g. power cycles, replacement of consumables, resets, BIOS or Firmware upgrades, data restores.

### Support Entitlement

If a Serial Number, Support Account Reference or SAID does not return any entitlement information in HP’s systems you will be given two options to choose from:

1. Your call can be validated before proceeding any further. Once the entitlement is verified the call will continue.
2. Your call can continue while being validated simultaneously. If the unit is found not to be covered under contract or warranty support charges may apply.

If you elect to continue with support while the validation takes place, the person making the call must have authorization to approve expenditure or obtain authorization before proceeding.

### Problem Already Identified

Where you believe you have already diagnosed the problem, it is important to demonstrate this to our Product Specialists by explaining the steps you have taken and the results you obtained.

The Product Specialist may ask you to perform additional actions or even to repeat some actions to double check the results obtained. This is to ensure that the correct root case is identified before we send an engineer or parts onsite.

Our Product Specialists need to ask questions, and your willingness to participate in the diagnosis process and to provide the required information, plays a key role in our ability to deliver the most effective and efficient support solution to you.

*Your assistance in this process helps us to help you better.*