

Information required to log a case



Every piece of Information below is mandatory to have a case logged.

- Name of the company
 - Name (Technical contact person + back up contact)
 - Complete address details
 - Office and Mobile Phone numbers
 - Email address and preferred language
 - Office hours of contact person (contact hours)
 - Problem description with tests done
 - Business impact
 - Reference of product impacted
 - Serial number of product impacted
 - Software version
 - Date/proof of purchase (in case products have one year warranty)
- Completion of a support form with more technical data will be requested from customer
http://www.hp.com/rnd/support/support_forms/index.htm

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How to contact support ?



Three options are available to contact support :

- **Primary option : By Phone : Numbers available on**
http://procurve.eu/support_direct.html
- **Secondary option : Through ITRC case logging : <http://europe.itrc.hp.com>**
(English, German, Spanish, Italian, French, Portuguese only, available in Western Europe and major CEE/MEMA countries) *
- **Third option : By Mail : <http://my.Procurve.com>** (English, French, German, Italian, Spanish only, available in Western Europe and major CEE/MEMA countries) *

* Available for most countries

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