



HP Support Center How to use SCM

What is SCM?

This document explains how to use SCM

The followings are the purpose of SCM.

SCM can submit the repair request by WEB.

SCM provides quick support service to customer.

SCM shortens the time which takes at the time of a repair request.

By shortening the time of HW troubleshooting sharply, SCM inhibits the influence on business at worst.

SCM improves the operating efficiency of a customer's help desk.



Access to HP Support center

1. Access to HP Support center <http://hp.com/go/hpsc>

2. Click it "Register for HP Passport" in the "My HP Support Center" displayed on the page right central part.

HP Support Center

Support Center Home My Support Insight Online My IT Environment

Download options Knowledge Base Forums Parts, Repair & Warranty Get help from HP

Support Center Home

You are now signed-out.

Important Note: HP Support Center is currently undergoing maintenance. Some site features may be temporarily unavailable. We apologize for this inconvenience. Service will be restored as soon as possible.

Welcome to HP Support Center! Learn about the [features and benefits](#), view an introductory [video](#), find out [how to get started](#) or see [what's new](#).

Important Note: Completed support cases older than thirty days are not accessible via Support Case Manager. If detailed information from closed cases is required, please retain the information upon completion of the case. For further assistance, please use the HP Support Center [Ask a Question](#) page.

Support options

DOWNLOAD OPTIONS

Drivers, Software & Firmware

KNOWLEDGE BASE

Search HP Support Center

Top issues

Most viewed solutions

Advisories, Bulletins & Notices

Manuals

TASKS

Find support for your HP product

What is your HP product?

Find an HP product by search

Enter a product name or number

(e.g. LaserJet CP 6015de)

OR

Browse all HP products

Select a category

More product selection options

My HP Support Center

Register for HP Passport

Need help with sign-in?

My Support

My recent products

View my contracts & warranties

Manage my contracts & warranties

My HP Support Center

Need help with sign-in?



Sign-in To HP Passport

3. Input the “User ID” & “Password” And then click the “SIGN-IN” button.

HPパスポートのサインイン

HPパスポート

新しいユーザー登録
パスワードを忘れた場合
ユーザーIDを忘れた場合
HPパスポートについて

HPパスポートシングルサインインサービスで、選択した1つのユーザーIDとパスワードを使って、すべてのHPパスポートを適用可能なウェブサイトにサインインできます。
*入力必須フィールド

HPパスポートへのサインイン

- ユーザーID

- パスワード

このコンピュータにユーザーIDを保存する
*新規ユーザーへご登録ください

HPパスポートはセキュリティが厳格

サインイン



Back to HP Support Center

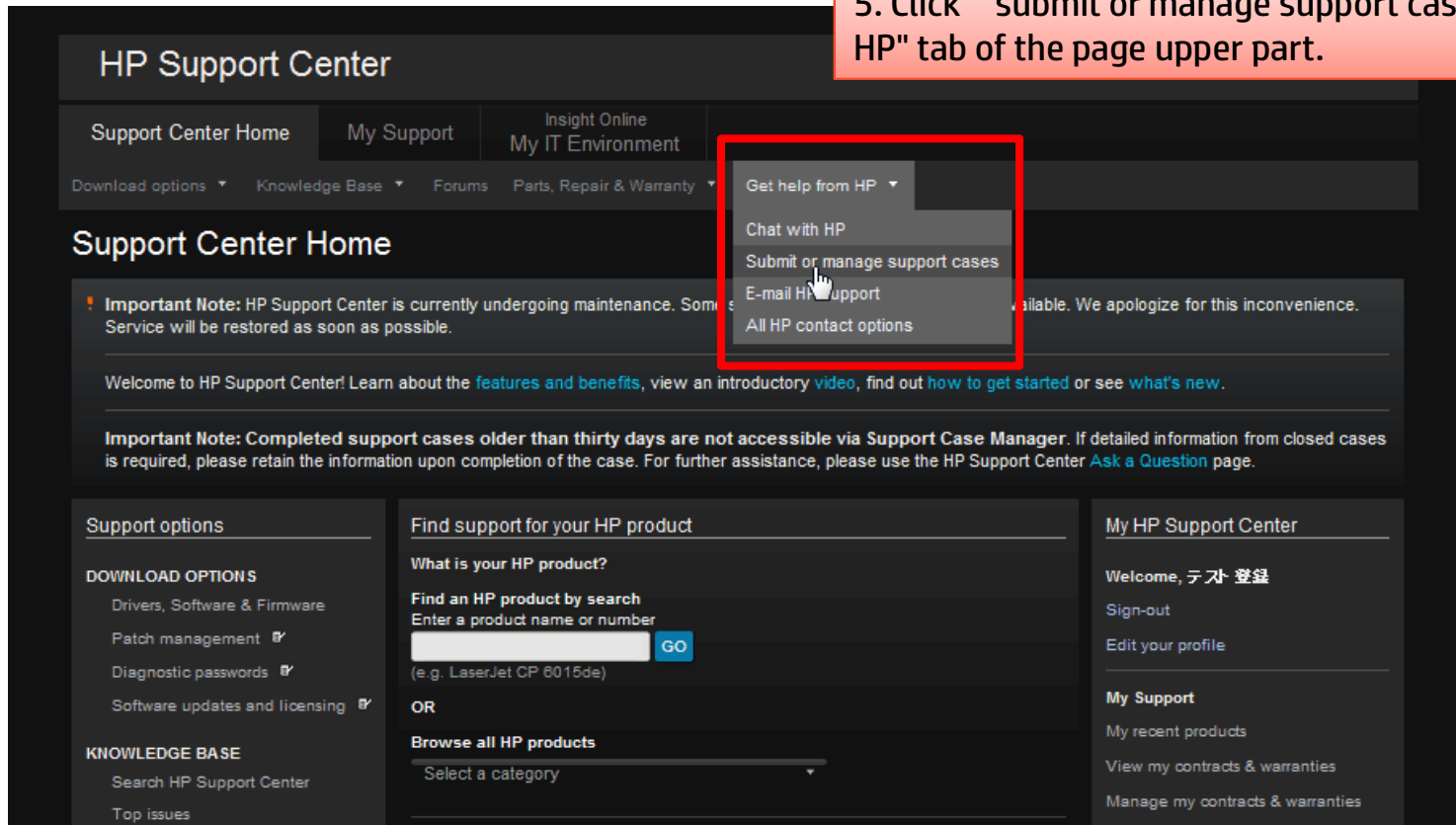
4. Top page of HP Support center is displayed. It has already signed in.

The screenshot displays the HP Support Center homepage. At the top, there is a navigation bar with 'HP Support Center' on the left and 'Support Center Home', 'My Support', and 'Insight Online My IT Environment' on the right. Below this is a secondary navigation bar with links for 'Download options', 'Knowledge Base', 'Forums', 'Parts, Repair & Warranty', and 'Get help from HP'. The main content area is titled 'Support Center Home' and features an 'Important Note' about site maintenance. Below the note, there is a welcome message and another 'Important Note' regarding support case accessibility. The page is divided into three main columns: 'Support options' (including download options and knowledge base), 'Find support for your HP product' (with a search form and product categories), and 'My HP Support Center' (with a personalized welcome message and user-specific support options).



Move to SCM

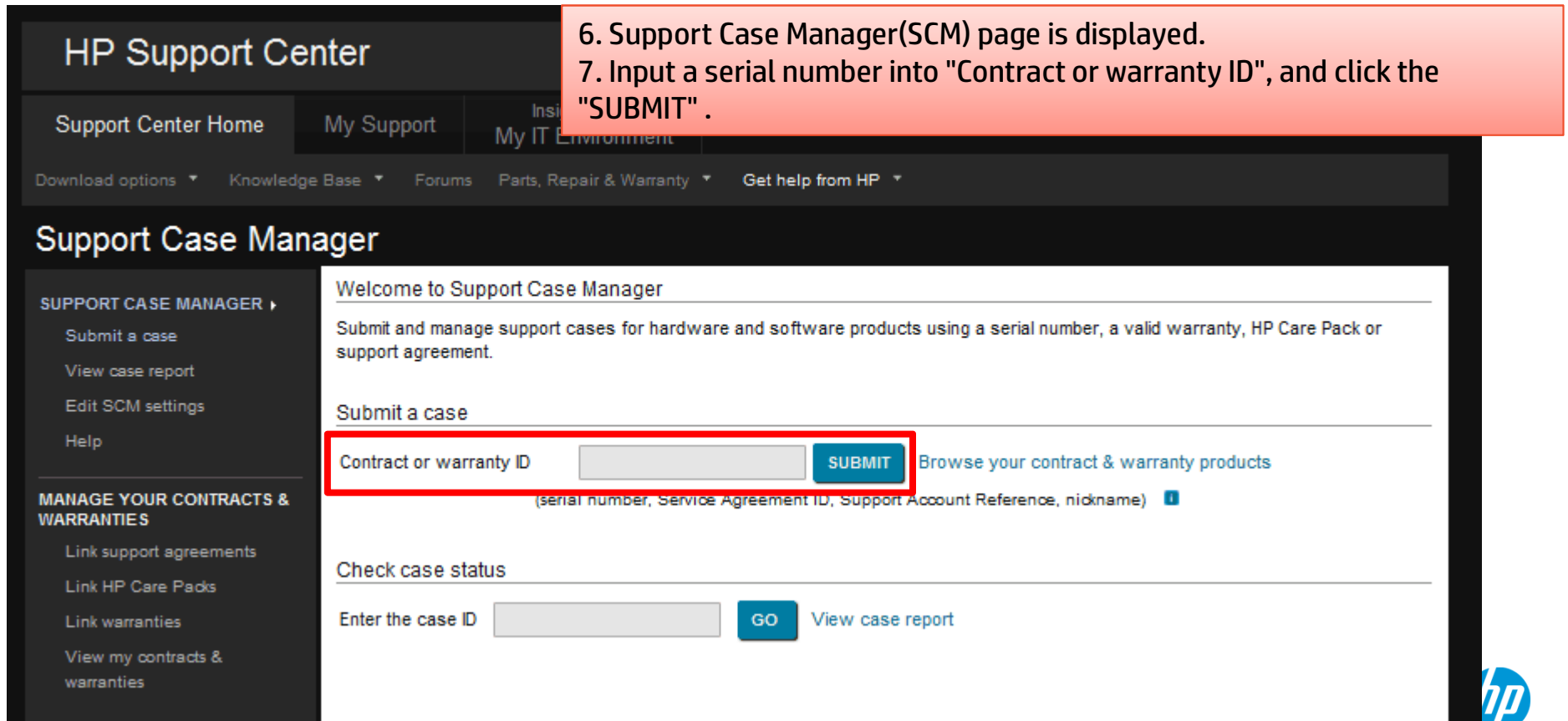
5. Click "submit or manage support case" in "Get help from HP" tab of the page upper part.



The screenshot shows the HP Support Center homepage. At the top, there is a navigation bar with "Support Center Home", "My Support", and "Insight Online My IT Environment". Below this, there are several tabs: "Download options", "Knowledge Base", "Forums", and "Parts, Repair & Warranty". A dropdown menu is open under "Get help from HP", showing options: "Chat with HP", "Submit or manage support cases", "E-mail HP support", and "All HP contact options". The "Submit or manage support cases" option is highlighted with a mouse cursor. Below the navigation bar, there is a "Support Center Home" section with an "Important Note" about maintenance. Further down, there are sections for "Support options", "Find support for your HP product", and "My HP Support Center".



Input the Serial Number



HP Support Center

Support Center Home My Support My IT Environment

Download options Knowledge Base Forums Parts, Repair & Warranty Get help from HP

Support Case Manager

SUPPORT CASE MANAGER

- Submit a case
- View case report
- Edit SCM settings
- Help

MANAGE YOUR CONTRACTS & WARRANTIES

- Link support agreements
- Link HP Care Packs
- Link warranties
- View my contracts & warranties

Welcome to Support Case Manager

Submit and manage support cases for hardware and software products using a serial number, a valid warranty, HP Care Pack or support agreement.

Submit a case


Contract or warranty ID **SUBMIT** Browse your contract & warranty products

(serial number, Service Agreement ID, Support Account Reference, nickname) ⓘ

Check case status

Enter the case ID **GO** View case report

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Product attribute is displayed.

8. Product number and a product series name are displayed based on a serial number.

※Sample is HP ProLiant DL.

Submit a case

SUPPORT CASE MANAGER ▾

- Submit a case
- View case report
- Edit SCM settings
- Help

MANAGE YOUR CONTRACTS & WARRANTIES

- Link support agreements
- Link HP Care Packs
- Link warranties
- View my contracts & warranties

Your case will be submitted using:

Product serial number: XXXXXXXXXX

Product number: 356819-291

[CHANGE PRODUCT](#)

Case details

Please provide as much information below to aid HP Support Center to help solve your case.
* = Required field

Case title *

Operating system/version

Product HP ProLiant DL Servers



Input the case title

9. Input the obstacle situation.
Sample : HDD Trouble, Power Supply Trouble
※“Operating system/version” is input needlessness.


Case details

Please provide as much information below to aid HP Support Center to help solve your case.
* = Required field

Case title *

Operating system/version

Product HP ProLiant DL Servers

Problem description * 

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

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



Input the problem description

10. Input the problem description. Please use the template.

Case details

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

* = Required field

Case title *


Operating system/version

Product HP ProLiant DL Servers

Problem description *

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

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

1.	Equipment location	Company name or Part receipt company name	
	Company Name	:	
	Postal Code	:	
	Address	:	
	Department name	:	



What is SCM template

11. It is used in order to simplify the exchange with HP engineer.
Please use this template.

```
SCMplus Template
=====
Notice to HP operation team
=====

1.      Equipment location Company name or Part receipt company name
Company Name      :
Postal Code       :
Address           :
Department name   :
Contact Person Name :
Phone Number      :

2.      Requester (Please enter, when you differ from the contact person of 1.)
Company Name      :
Contact Person Name :
Phone Number      :

3.      Which is called back? (On-site repair schedule)
( ) Equipment location Contact Person
( ) Requester

4.      Do you need the support in English?
( ) Yes
( ) No

5.      Check your warranty or Contract status
( ) Warranty (Purchase Date: )
( ) Contract (ContractID: )
( ) Unknown

6.      Problem Description

Problem Description:

Error Message:

Occurring timing :
```



HP Passport Information

12. The registration information on HP passport is displayed on "the contact and delivery place address information" on the lower part of a screen.
13. Click the "SUBMIT"

Contact & equipment location information

Enter information below or select previous information. Changes made here are effective for this case only. For permanent changes, please contact your HP representative listed on your HP customer support service documentation. Enter any additional contact information into the "problem description" under case details [?](#)

Contact		Equipment location	
Contact	Select a contact <input type="button" value="v"/>	Company name *	日本ヒューレット・パッカー
First name *	<input type="text" value="REDACTED"/>	Address line 1 *	大島2丁目2番1号
Last name *	<input type="text" value="REDACTED"/>	Address line 2	<input type="text"/>
Phone number *	03-5628-1101	Mailstop	<input type="text"/>
E-mail address *	<input type="text" value="REDACTED"/>	City/Town *	江東区
	Ext <input type="text"/>	State/Province	東京都
		Zip/Postal code *	136-8711
		Country/Region *	JAPAN <input type="button" value="v"/>



The completion of a repair request

14. Receptionist ID which begins from 46 after the completion of transmitting is published.

※Since you cannot perform transmission of an attached file with the service here now, please do not perform transmission of an attached file.

Case information

Case ID:	[REDACTED]
Case title:	テストケース送信
Product serial number:	[REDACTED]
Product number:	356819-291
Submitted:	10/31/2012 8:50:03 AM
Last updated:	10/31/2012 9:50:01 PM
Source:	Web
Case status:	Completed



Thank you

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