



HP Support Center

User Guide

Document Release Date: November 2015

Software Release Date: November 2015

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Contents

Welcome to HP Support Center	5
Create an HP Passport account	6
Sign in	7
Product Support	8
Find your product	10
Product-specific content	12
Search	13
Advanced search	15
Filters	18
Security bulletin archive	18
Save a search	19
Partial match	19
NonStop search	20
Search by document ID	20
Find drivers and other software	20
Find product top issues	23
Find advisories, bulletins and notices	24
Find most viewed solutions	25
Find product manuals	27
Use task-based information	29
Support Case Manager	30
Submit a new support case	31
Check the status of an existing case	35
Create a case report that lists all cases	35
View your recent cases	36
Update a case	37
Add comments	37
Add attachments	37
Close a case	37
Edit SCM settings	37
Warranty check	38

Access requirements	40
Location of serial number and product number	40
Warranty information is not found, or error returned	40
How to extend or upgrade warranties	41
Customer Self Repair	41
Check eligibility	41
Determine the self-replacement option type	42
Order parts	43
Status & assistance	43
Instructions and videos	44
Settings	46
The language and country selector	47
Get help from HP	49
Support and other resources	51

Welcome to HP Support Center

This is the user guide for HP Support Center. HP Support Center provides support information and features for most HP commercial products.

This guide explains how to use the features of HP Support Center such as searching the site, finding product documentation, downloading drivers and other software, and getting help from HP.

Create an HP Passport account

The screenshot shows the HP Support Center homepage. At the top right, there are links for 'Sign-in', 'Register', and 'Site help'. The 'Register' link is highlighted with a red box. Below the navigation bar, there is a search bar with the text 'Search: HP Support Center' and a magnifying glass icon. The main content area is titled 'HP Support Center' and includes a 'Product Support' dropdown menu. Below this, there is a welcome message and a section titled 'Get drivers, manuals, parts & solutions' with a 'Select your product' sub-section. A search input field is provided for product names or numbers, with a 'Go' button. To the right, there is a 'My HP Support Center' section with a 'My HP Support sign-in' button and a 'Register for HP Passport' button, which is also highlighted with a red box. Below these buttons are links for 'View my recent cases', 'View my contracts & warranties', and 'Manage my contracts & warranties'.

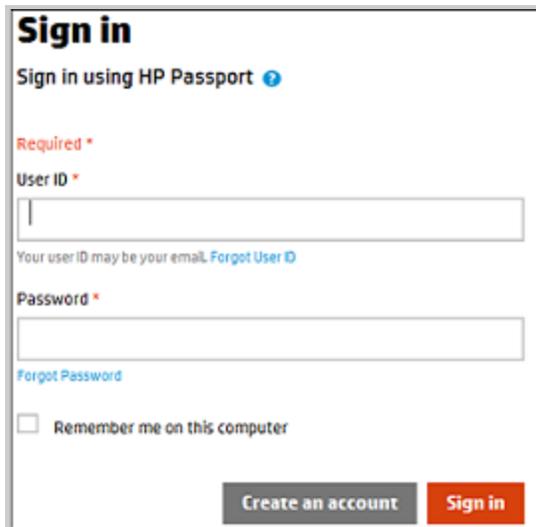
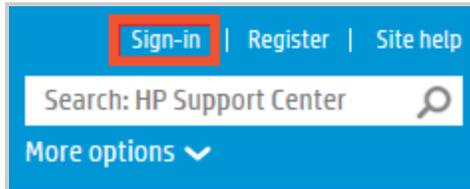
Although you do not need an HP Passport account to access most support information on HP Support Center, creating an account and signing in to the site provides several benefits, such as:

- A saved product list allowing you to easily return to pages for your products.
- The ability to save product serial numbers to your profile so that you can easily review your warranty status. If the product is under warranty, you can log a case or get other help.
- The ability to link Support Agreements, HP Care Packs and warranties to your account and get the privileges they may provide, such as additional support content or support options.

To create an account, click **Register** at the top right or **Register for HP Passport** on the right side of the Product Support screen, and fill in the required fields.

Sign in

To use the various feature services of HP Support Center, sign in using your HP Passport ID:



Sign in
Sign in using HP Passport [?](#)

Required *

User ID *

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

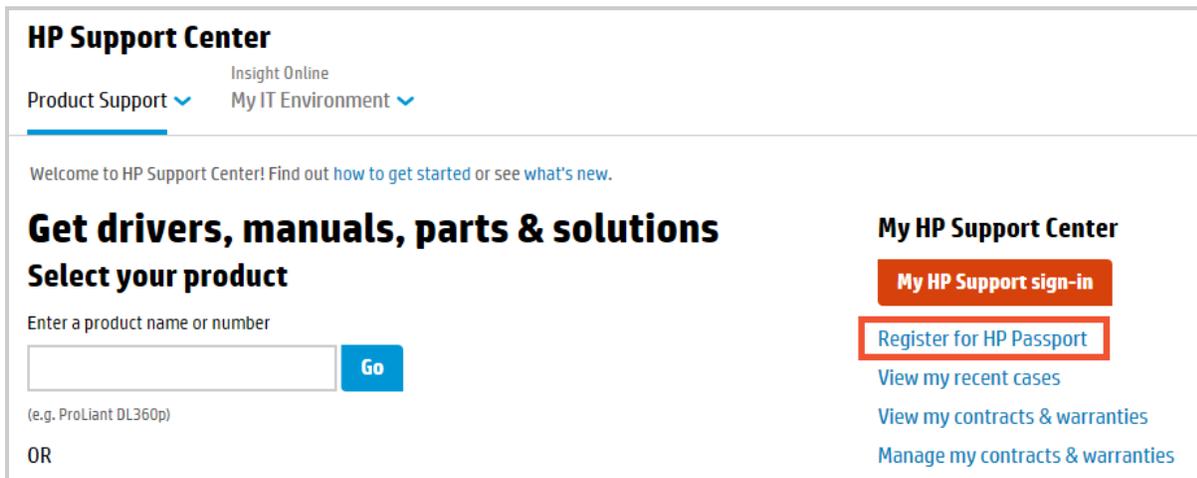
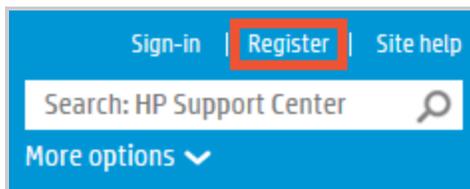
Password *

[Forgot Password](#)

Remember me on this computer

[Create an account](#) [Sign in](#)

If you do not have an account, you can create one. Click 'Register' and fill in the required fields:



HP Support Center
Insight Online
Product Support [▼](#) My IT Environment [▼](#)

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

Get drivers, manuals, parts & solutions
Select your product

Enter a product name or number

(e.g., ProLiant DL360p)

OR

My HP Support Center

[My HP Support sign-in](#)

[Register for HP Passport](#)

[View my recent cases](#)

[View my contracts & warranties](#)

[Manage my contracts & warranties](#)

Product Support

The Product Support area provides the following features for most HP commercial products. You can access these features from the main page or from the main menu:

HP Support Center

Product Support ▾

Get drivers, manuals, parts & solutions

Select your product

Enter a product name or number

(e.g. ProLiant DL360p)

OR

Browse all HP products

 ▾

▾

My HP Support Center

[My HP Support sign-in](#)

[Register for HP Passport](#)

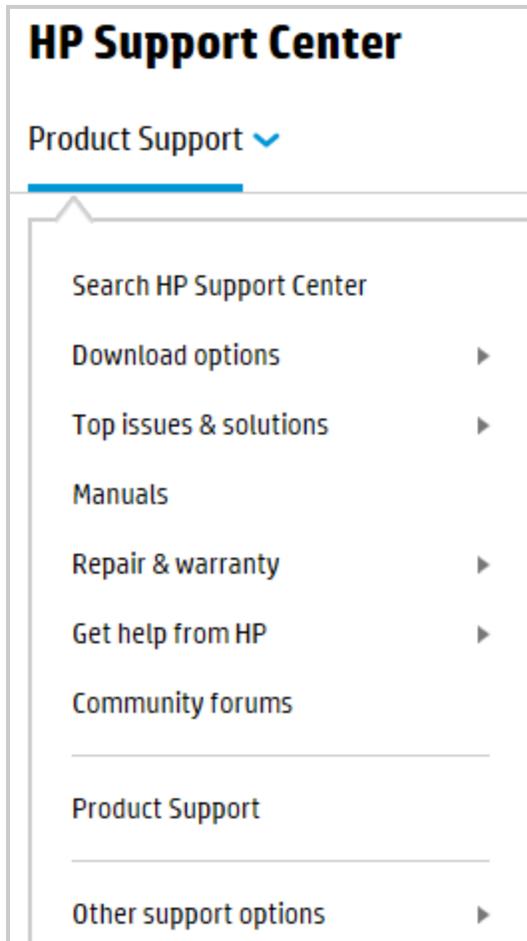
[View my recent cases](#)

[View my contracts & warranties](#)

[Manage my contracts & warranties](#)

More support options

- [Community forums](#)
- [Warranty Check](#)
- [Chat with HP](#)
- [Submit or manage support cases](#)
- [All HP contact options](#)
- [Patch management](#) 🔒
- [Software updates & licensing](#) 🔒
- [Diagnostic passwords](#) 🔒



- ["Find your product" on the next page](#)
- ["Search" on page 13](#)
- ["Find drivers and other software" on page 20](#)
- ["Find product top issues" on page 23](#)
- ["Find advisories, bulletins and notices" on page 24](#)
- ["Find most viewed solutions" on page 25](#)
- ["Find product manuals" on page 27](#)
- ["Support Case Manager" on page 30](#)
- ["Warranty check" on page 38](#)
- [Patch management](#)
- [Diagnostic passwords](#)
- ["Customer Self Repair" on page 41](#)

Links to many of the features are in the sub menus:

Download options	<ul style="list-style-type: none"> • Drivers & software
Top issues & solutions	<ul style="list-style-type: none"> • Top issues • Most viewed solutions • Troubleshoot a problem • Advisories, bulletins & notices
Repair & warranty	<ul style="list-style-type: none"> • Customer Self Repair • Warranty check • Manage my contracts & warranties • View my contracts & warranties
"Get help from HP" on page 49	<ul style="list-style-type: none"> • Submit or manage support cases • Chat with HP • All HP contact options
Other support options	<ul style="list-style-type: none"> • HP Software Support Online (IT Management Software) • HP Customer Care (Home & Home Office products) • More HP Support resources

Find your product

Most support information is product based. Begin by identifying and selecting your product from the HP Support Center home page:

- Enter a product name or number.
- Browse through the products by selecting a category.
- Enter a product serial number.

HP Support Center
Insight Online
Product Support ▾ My IT Environment ▾

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

Get drivers, manuals, parts & solutions

Select your product

Enter a product name or number
 [Go](#)

(e.g. ProLiant DL360p)

OR

Browse all HP products
Select a category ▾

More product selection options ▾

Find products in my profile

Enter product serial number

If you have signed in to your HP Passport account, you can also:

- Select from your recent products.
- Find products in your profile, through your contracts and warranties.

HP Support Center
Insight Online
Product Support ▾ My IT Environment ▾

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

Get drivers, manuals, parts & solutions

Select your product

Recent products: [View all](#)

- HP ProLiant ML350p Gen8 Server
- HP ProLiant DL360p Gen8 4 LFF Configure-to-order Server
- HP 임베디드 방화벽 라이선스

My HP Support Center
[Sign-out](#)
[Edit your profile](#)
[View my recent cases](#)
[View my contracts & warranties](#)
[Manage my contracts & warranties](#)

Use any of these methods to reach a product home page.

Product-specific content

From a product home page, use the searchbox to find product-specific content or click any of the tabs at the bottom of the page:

HP ProLiant ML350p Gen8 Server

Warranty status: **Unspecified** ⓘ
[Check warranty status](#)

Recent products: [View all](#)
 HP ProLiant ML350p Gen8 Server
 HP ProLiant DL360p Gen8 4 LFF Configure-to-order Server
 HP 임베디드방화벽 라이선스

[Change product](#) ▼

Search HP ProLiant ML350p Gen8 Server

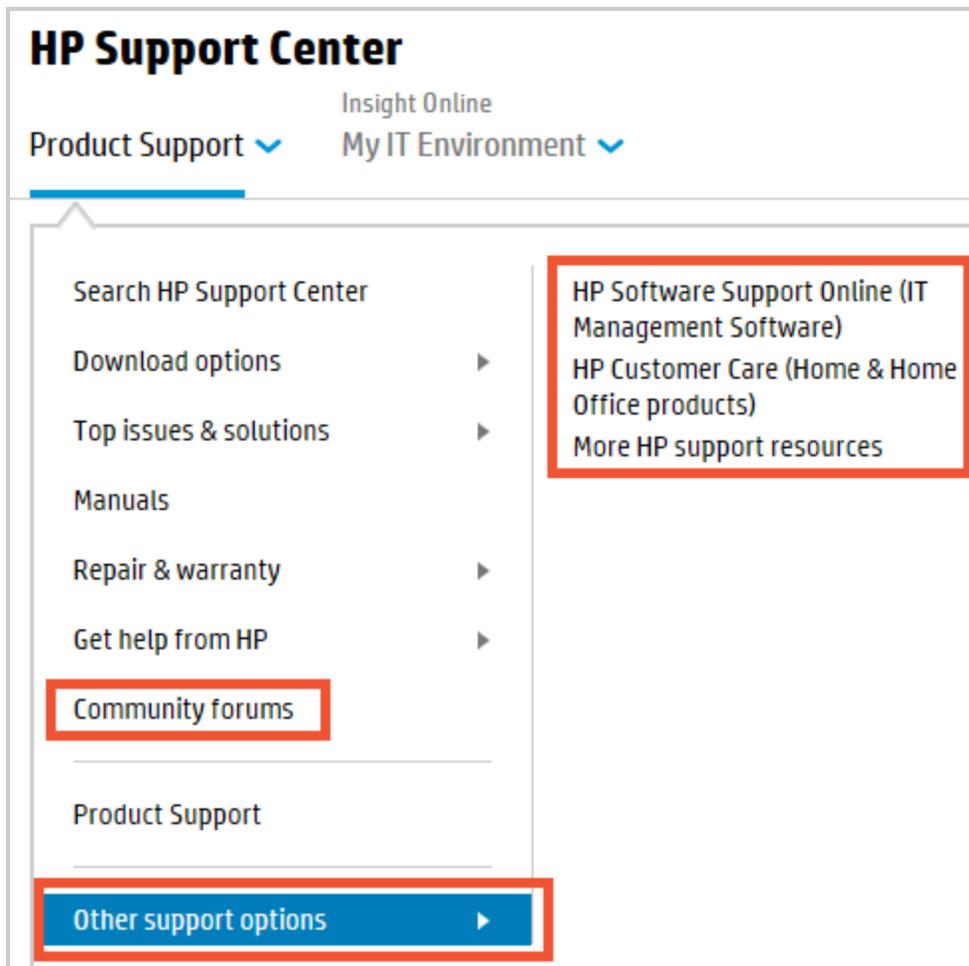
[Search](#)

[Download options](#) | [Top issues & solutions](#) | [Manuals](#) | [Repair & warranty](#) | [Get help from HP](#)

Product home page tabs

Tab	Description
Download options	<ul style="list-style-type: none"> • Get drivers, software & firmware • Sign up for driver, security, patch and support emails • Patch management • Diagnostic passwords • Software updates & licensing
Top issues & solutions	Top issues are documents written as a result of calls to the HP Response Center. Most viewed solutions are based upon the number of times they have been viewed by users. Includes a link to view all solutions.
Manuals	Select manual type or view all types. Select language. Click Advisories, bulletins & notices. Advisories describe product issues and corresponding solutions and resolutions. Bulletins contain information about catastrophic hardware failures. Notices contain information such as technical and warranty details, and model and configuration codes.
Repair & warranty	<ul style="list-style-type: none"> • Warranty check • View my recent cases • View my contracts & warranties • Manage my contracts & warranties
Get help from HP	<ul style="list-style-type: none"> • Submit or manage support cases • Chat with HP • All HP contact options

The options listed above are also in the Product Support drop-down list. In addition are the following:



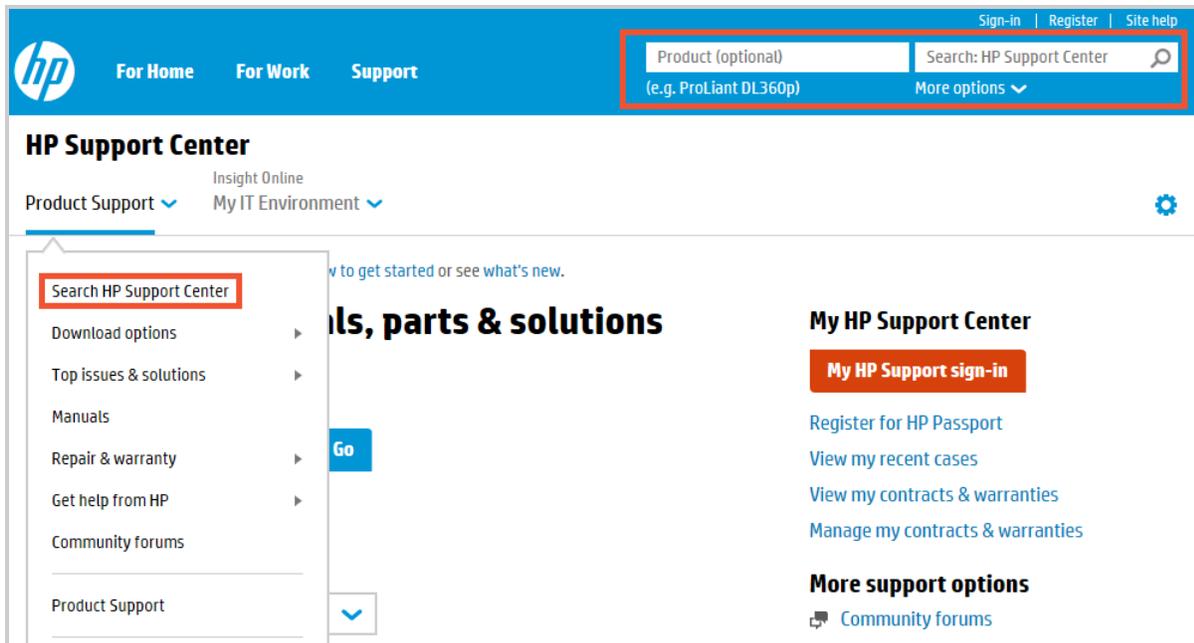
Other support options

Other support options	Description
Community forums	An online community for peer-to-peer technical support and knowledge sharing.
Other support options	<ul style="list-style-type: none"> • HP Software support online (IT Management Software) • HP Customer care (Home and Home Office products) • More HP support resources

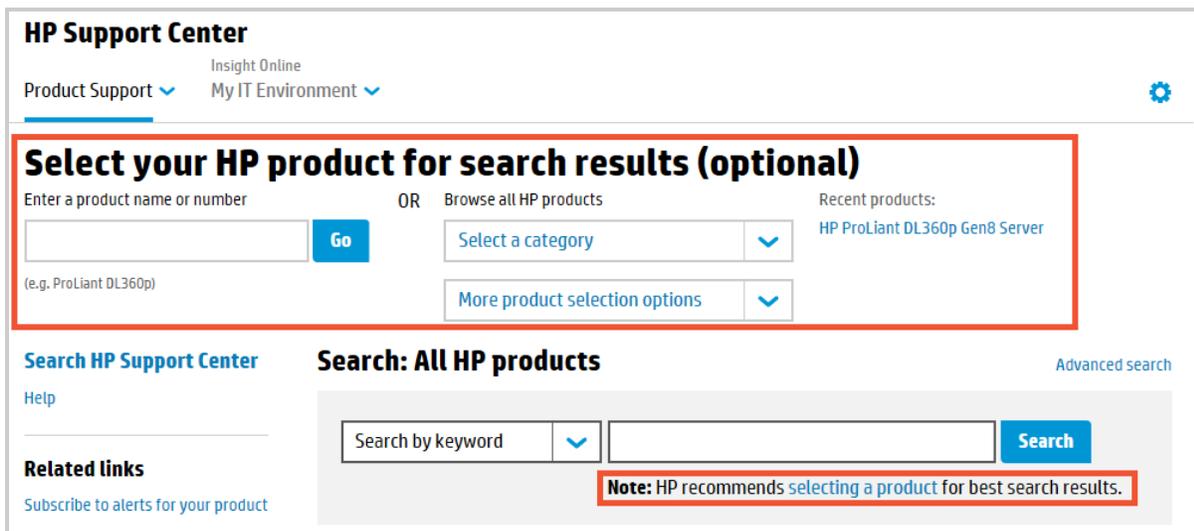
Search

Search for product support information on any HP Support Center page, using:

- The link to the search page, in the Product Support drop-down list.
- The search box in the upper right, in the title bar.



The search boxes on the search page and in the upper right allow you to do a search by keyword of all HP products, but in general you will get better results by selecting a product first:



Once you reach a product home page, use the search to find content specific to that product:

HP ProLiant DL360p Gen8 Server

Warranty status: **Unspecified** ⓘ
[Check warranty status](#)

Recent products:
HP ProLiant DL360p Gen8 Server

 [Change product](#) ▼

Search HP Support Center
[Help](#)

Related links
[Subscribe to alerts for your product](#)

Search: Current product [Advanced search](#)

Search by keyword ▼ [Search](#)

Current product All HP products ⓘ

Advanced search

Click the Advanced search link to refine your search:

HP ProLiant DL360p Gen8 Server

Warranty status: **Unspecified** ⓘ
[Check warranty status](#)

Recent products:
HP ProLiant DL360p Gen8 Server

 [Change product](#) ▼

Search HP Support Center
[Help](#)

Related links
[Subscribe to alerts for your product](#)

Search: Current product [Advanced search](#)

Search by keyword ▼ [Search](#)

Current product All HP products ⓘ

Use advanced search options and filters, described below, to search more effectively:

Advanced search

All words
 Any word
 Exact phrase
 Boolean

Filter options

Search all or select specific content types:

Search all content types

Search only:

<input checked="" type="checkbox"/> Advisories, bulletins, announcements	<input checked="" type="checkbox"/> Drivers, software and firmware
<input checked="" type="checkbox"/> Engineering notes, solutions, bug reports, FAQs	<input checked="" type="checkbox"/> Patches
<input checked="" type="checkbox"/> Manuals, guides, reference documents	<input checked="" type="checkbox"/> White papers
<input checked="" type="checkbox"/> HP Support Forums (Advanced search)	<input checked="" type="checkbox"/> Security bulletins (Archive)

Date range:

Content updated:
 Content updated between:

 Start:

End:

Results display:

Results per page:

Sort by:

Show a summary for each search result

Current product
 All HP products

Advanced search options

Radio button	Result	Examples
All Words	Results contain all keywords, in any order. The space character functions as a Boolean AND (+). You can use search patterns.	See "Search patterns using All words" on the next page for examples.
Any Word	Results contain one or more keywords, in any order. Space functions as a Boolean OR.	ProLiant disk array
Exact Match	Exact keyword pattern. Same as using quotes elsewhere.	ProLiant DL380 G6

Radio button	Result		Examples
Boolean	Use these special characters:		
	+ (plus)	Inclusion. The string immediately after the + must appear in the results.	ProLiant +array
	- (dash)	Exclusion. The string immediately after the - cannot appear in the results.	ProLiant -array
	" (quotes)	Same as quotes elsewhere.	"ProLiant DL380 G6"
	(space)	Boolean OR. Same as Any Word.	HP-UX MPE

In Advanced search, select All words to use search patterns, with the characters listed in the table below. The plus sign (+) meaning required inclusion or Boolean AND is the default in All words, so is not listed:

Search patterns using All words

Search Character	Usage	Examples	Result
*	Asterisk. Matches zero or more alphanumeric characters. Only one asterisk per pattern.	c000* *ing co*ing	Document containing any word: - beginning with "c000" - ending in "ing" - starting with "co" and ending with "ing" (if intervening characters are alphanumeric)
?	Question mark. Matches exactly one alphanumeric character.	652?4	Documents containing: 65264, 65244, but not 652864 or 652_4.
-	Dash. Exclusion. No space between - and the following character.	java -verbose myClass "java -verbose myClass"	Documents containing "java" and "myClass" but not "verbose". If the string you are searching for includes a dash, use quotes.

Non-alphanumeric characters in both the search pattern and in the document text to be searched are replaced with a space character. (The exceptions are the question mark and asterisk search characters, which have meaning in the search pattern.) The question mark and asterisk do not match spaces, so a search pattern containing either will not match a non-alphanumeric character. Examples:

Search pattern examples

Search Pattern	Document text	Match	Reason
PHSS?37446	PHSS_37446	No	Underscore () in document replaced with space, ? does not match a space.
PHSS?37446	PHSS 37446	No	? does not match a space.

Search Pattern	Document text	Match	Reason
PHSS_37446	PHSS_37446	Yes	Underscore (_) replaced with space in both search pattern and document, resulting in an identical string.
PHSS?37446	PHSSX37446	Yes	? matches alphanumeric character X.
PHSS?37446	PHSSXL37446	No	? matches only one alphanumeric character (not XL).
PHSS_37446	PHSS\$37446	Yes	Both underscore (_) and dollar sign (\$) are replaced with spaces in search pattern and document, resulting in identical strings.
PHSS*37446	PHSS37446	Yes	Matches zero or more alphanumeric characters.
PHSS*37446	PHSSAlpha37446	Yes	Matches zero or more alphanumeric characters.
PHSS*37446	PHSS-Alpha37446	No	Intervening characters include a non-alphanumeric, which is replaced with a space, * does not match a space.

Filters

In addition to using search patterns, you can narrow your search by filtering on content type, date, and sort type. You can display a summary, specify the number of results per page, and search within results:

Advanced search filters

Filter	Result
Content types	Content is organized by type, such as security bulletins or patch Read Me files. Use the content type filter to search documents regardless of type, or to limit the search by checking specific content types.
Date range	Limit search results by update date. Select a date span from the drop-down list, or a date range between specific dates.
Number of results	Use the Results per page filter to specify the number of results to display per page.
Sort type	By default, results are sorted and listed according to the closest match of your search. This is the "Score" sort. Use the Sort by filter to sort by a different column header name such as content type or content updated date. Use this filter before or after submitting your search. The current sort is displayed in the drop-down list.
Display summary	By default, the result displays document titles. Before searching, use Show a summary to include a summary in the results.

Security bulletin archive

Security Bulletins are among the content types available to filter your search. In addition to filtering, you can use the "Archive" link next to the Security bulletin content type check box to gain access to all HP security bulletins.

Advanced search

All words
 Any word
 Exact phrase
 Boolean

Filter options

Search all or select specific content types:

Search all content types

Search only:

- Advisories, bulletins, announcements
- Drivers, software and firmware
- Engineering notes, solutions, bug reports, FAQs
- Patches
- Manuals, guides, reference documents
- White papers
- HP Support Forums [\(Advanced search\)](#)
- Security bulletins (Archive)

Save a search

If you are signed in with your HP passport ID, you can save up to ten searches, including advanced searches. When you run a saved search, it is run against the latest version of the content repository, so results may differ from earlier searches made with the same saved search. You can add, remove and replace up to ten of these saved searches.

Search by keyword

▼

update

Search

Current product
 All HP products
 +

Search results for HP Integrity NonStop BladeSystem NB50000c Server

1 - 6 of 6 items Save this search

Rank	Title	Content type	Updated date
1	CLIM: T0853 update fails in LLL: "User cannot login"	Knowledge Centered Support	2013-08-14
2	When to update NS/NB system firmware	Knowledge Centered Support	2013-11-20

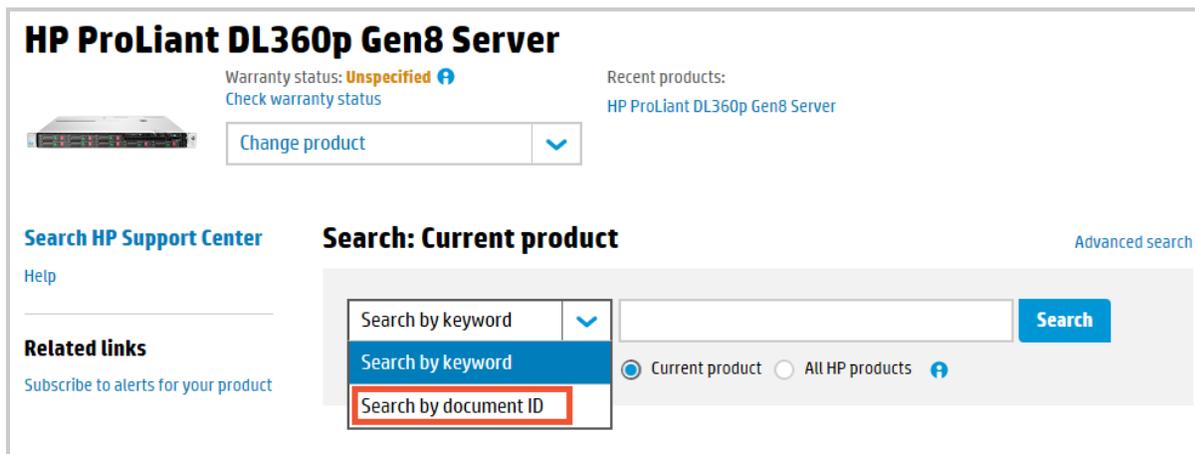
Partial match

If a search finds zero results because not all keywords were found in a document, it will then look for a partial match, based on finding any of the keywords, and display those results.

NonStop search

Simplify the search for content about HP Integrity NonStop systems by adding the keyword "NonStop" (without the quotes) to any search.

Search by document ID



You can search for content by document ID, if you know it. Some content, such as forum postings, certain manuals, white papers and drivers do not have document IDs. Filter options are ignored in a search by document ID.

If you cannot find the document, be sure you have entered the document ID correctly. It may be that you do not have access rights to a document based on your entitlement level, or the document may be for HP internal use only.

Find drivers and other software

Download the files you need to maintain, manage or upgrade your HP products:

1. Select a product (see ["Find your product" on page 10](#)). If you have signed in and searched for a product before, you can click a product in your recent products list:

HP Support Center

Product Support Insight Online
My IT Environment My IT Environment

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

Get drivers, manuals, parts & solutions

Select your product

Recent products:
[HP ProLiant DL360p Gen8 Server](#)

Enter a product name or number

(e.g. ProLiant DL360p)

2. On the product page, click **Get drivers, software & firmware** under **Download options**:

HP ProLiant DL360p Gen8 Server

Warranty status: **Unspecified** ⓘ
[Check warranty status](#)

Recent products:
[HP ProLiant DL360p Gen8 Server](#)

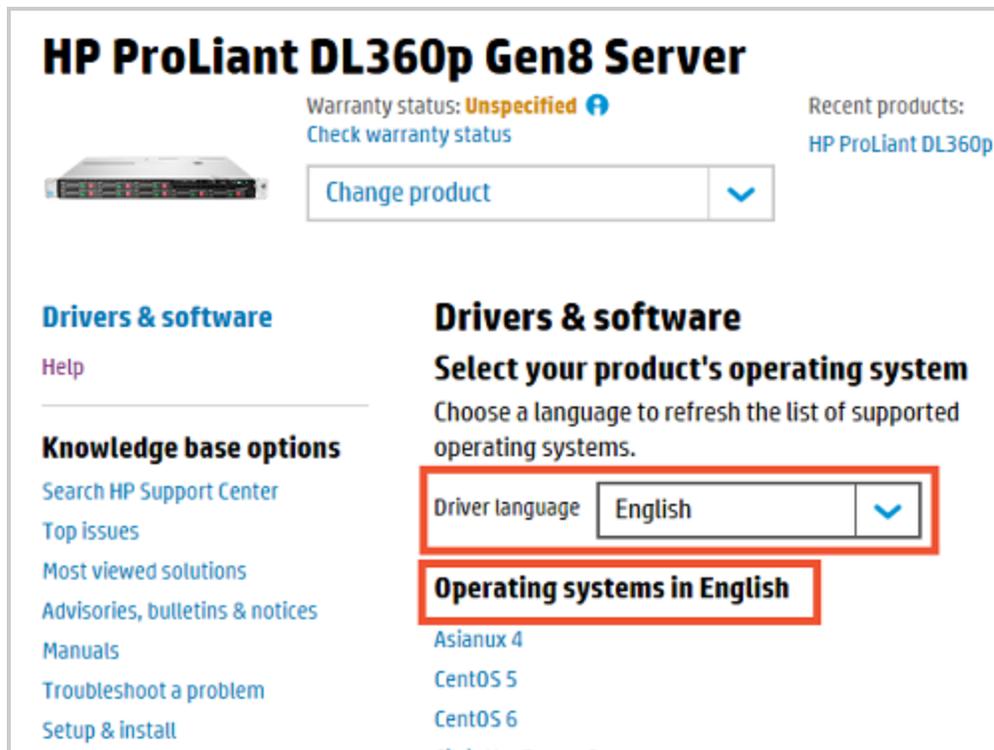
[Change product](#) ▼

Search HP ProLiant DL360p Gen8 Server

Download options | [Top issues & solutions](#) | [Manuals](#) | [Repair & warranty](#)

[Get drivers, software & firmware.](#)

3. Select the language of the file and the operating system:



HP ProLiant DL360p Gen8 Server

Warranty status: **Unspecified** ⓘ
[Check warranty status](#)

Recent products:
 HP ProLiant DL360p

[Change product](#) ▼

Drivers & software

[Help](#)

Knowledge base options

- [Search HP Support Center](#)
- [Top issues](#)
- [Most viewed solutions](#)
- [Advisories, bulletins & notices](#)
- [Manuals](#)
- [Troubleshoot a problem](#)
- [Setup & install](#)

Drivers & software

Select your product's operating system

Choose a language to refresh the list of supported operating systems.

Driver language: ▼

Operating systems in English

- [Asianux 4](#)
- [CentOS 5](#)
- [CentOS 6](#)

A list of files will appear, categorized by type, such as driver, firmware, software, or BIOS.

How to identify your operating system

Drivers and other software files are specific to operating systems. To download the right file, be sure you know both the version and the number of bits, either 32- or 64-bit, of the operating system.

- Windows: The OS version appears on one of the screens at system startup. To see if you have a 32- or 64-bit version, open Windows explorer, right click Computer, and open Properties.
- Mac: The OS version appears under the Apple symbol in the Menu bar at the top of the screen. Select "About this Mac".
- Linux: Use `uname -a` to see if the OS is 32- or 64-bit.

If the operating system is not listed

If you select a product and language, and your operating system is not listed in the results, HP does not currently have files for the product on that operating system, or they are not available in the selected language. Options:

- If you did not select English, try selecting English as the language.
- On Windows systems, try installing the device using the *Add New Hardware* wizard. Drivers for some peripheral products are pre-installed so do not need a new driver.
- For original Pavilion or Presario PC drivers, try the Application Recovery feature included on the Recovery partition or Recovery discs.
- For non-HP products, look for drivers and software downloads at the original manufacturer's web site.

- For Linux printer drivers, see [supported devices](#) for a list of printers supported by HP's Linux driver (HP Linux Imaging and Printing, HPLIP). Most Linux distributions pick up the latest HPLIP software from this SourceForge site and integrate it into their distribution, so printer support within your Linux distribution may already be present. If you do not see support for your printer listed at the SourceForge site, visit [printer list](#) to check for third-party support.
- HP drivers for Apple computers running the Mac OS X operating system are listed under Mac OS X. The same HP driver for Mac OS X generally supports different versions of the operating system (for example Mac OS X v10.2--10.5). However if several versions of Mac OS X appear, select the one that matches your system.
- Visit the HP Web site again later for new downloads.

If you cannot find the file you need

HP provides drivers for operating systems and for HP-branded, warranty-replaced, or factory-installed hardware that is shipped on or supported by the product. For example, computers that came with Windows Vista generally only have Windows Vista drivers available for download. HP may not have software or drivers available for the following reasons:

- You may already have the latest driver included in your operating system. Operating systems usually come with basic drivers for common components and peripherals. To install the driver, you may just need to use the operating system's Add New Hardware feature.
- Not all problems can be fixed with a driver or software update:
 - There may be no driver or software file related to the problem. A different problem may be the cause. For example, a PC fan, mouse, printer port, hard drive, or USB port do not typically use a driver.
 - Some error messages prompt you to repair or install a specific file. For example, Microsoft Windows may generate an error similar to the following:

```
Windows could not start because the following file is missing or corrupt: <Windows_root>\system32\hal.dll
```

In this example, HP does not provide the "hal.dll" file as a download. You must repair the OS itself to fix the error. In some cases the OS manufacturer may provide a file to fix such errors.
- HP occasionally discontinues supporting and providing drivers for older operating systems such as Windows 95 or Windows 98. In some cases drivers may remain available as is or directly from the maker of the discontinued OS.
- A file has not been tested and qualified for a given OS. For example, a ten year old printer may not be supported on a newer OS.
- The file you need may be provided by another (non HP-branded) manufacturer (example: Lexmark printer). Check that the product or device you need a file for is provided on another manufacturer's web site.

Most files are freely available for download. For some files you will be asked to sign in with your HP Passport ID to determine your eligibility to access the files. Eligibility is granted if your ID is associated with a contract or warranty that includes access to those files. See [Contracts and warranties help](#) for more information.

Find product top issues

From a product page, select the **Top issues & solutions** tab to view the top reported issues according to HP Support, followed by a link to additional top issues if present:

HP Support Center My HP Support Center ▾

Product Support ▾ Insight Online
My IT Environment ▾ ⚙️

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](#).

HP ProLiant DL360p Gen8 Server

Warranty status: **Unspecified** ⓘ
[Check warranty status](#)

Recent products:
 HP ProLiant DL360p Gen8 Server
 HP ProLiant MicroServer
 HP ProLiant MicroServer Gen8

[Change product](#) ▾

Search HP ProLiant DL360p Gen8 Server

[Search](#) 🗨️ [Community forums](#)

Download options **Top issues & solutions** Manuals Repair & warranty Get Help from HP

Top issues

[Advisory: \(Revision\) HP ProLiant Gen8 Servers - Instructions for Upgrading an HP ProLiant Gen8 Server from an Intel Xeon Processor E5-2600 to an Intel Xeon Processor E5-2600 v2](#)

[Advisory: VMware ESX/ESXi 4.1 and VMware ESXi 5.x - The Base VMware ESX/ESXi 4.1 and VMware ESXi 5.x Operating System Media From VMware Does Not Include the Required Network and Storage Device Drivers to Complete Installation on HP ProLiant Gen8 Servers](#)

Other solution options

[Troubleshoot a problem](#)

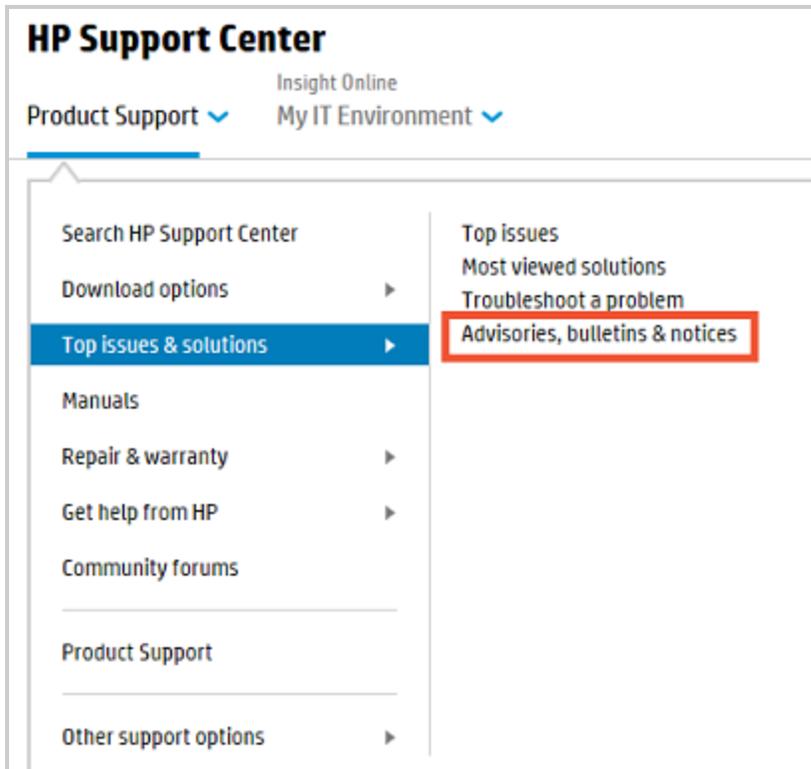
[Community forums](#)

Find advisories, bulletins and notices

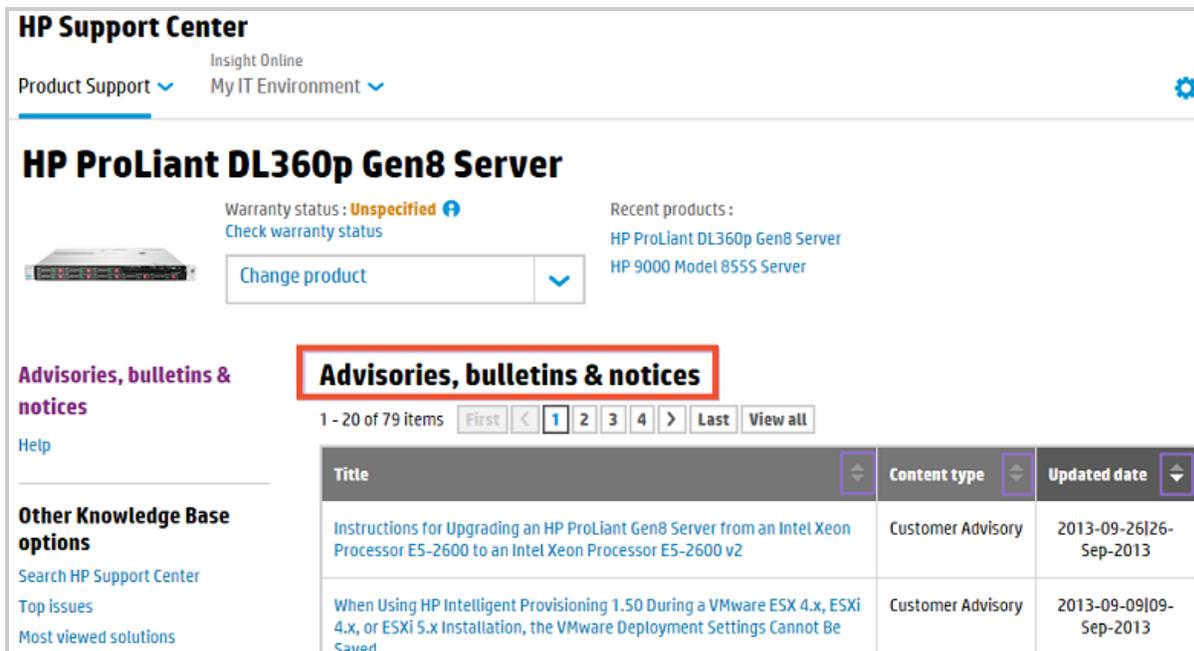
Advisories, bulletins and notices are related types of documents:

- **Advisory:** Describes problems and solutions for both HP hardware and software products.
- **Bulletin:** An urgent communication involving safety concerns or other risks such as data loss or security vulnerability.
- **Notice:** General reference information.

From the Product Support menu, click **Top issues & solutions > Advisories, bulletins & notices**:



A list appears:

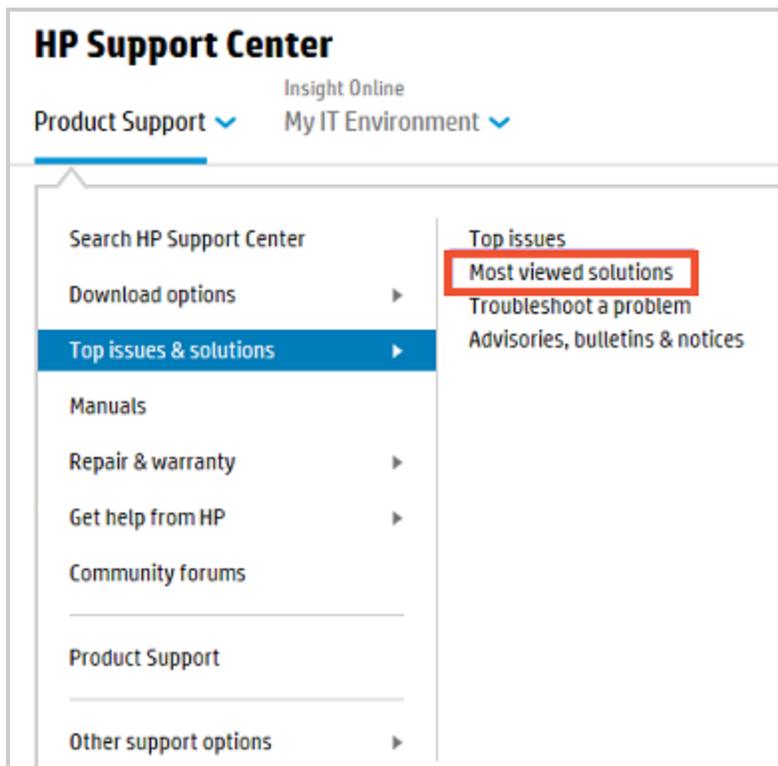


Click a title to view the document. Click the column headings to sort the list by title, content type, or updated date.

Find most viewed solutions

Finding most viewed solutions for a product is similar to finding top issues.

In the Product Support menu, click **Top issues & solutions > Most viewed solutions**:



The Most viewed solutions screen appears:

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](#).

Most viewed solutions

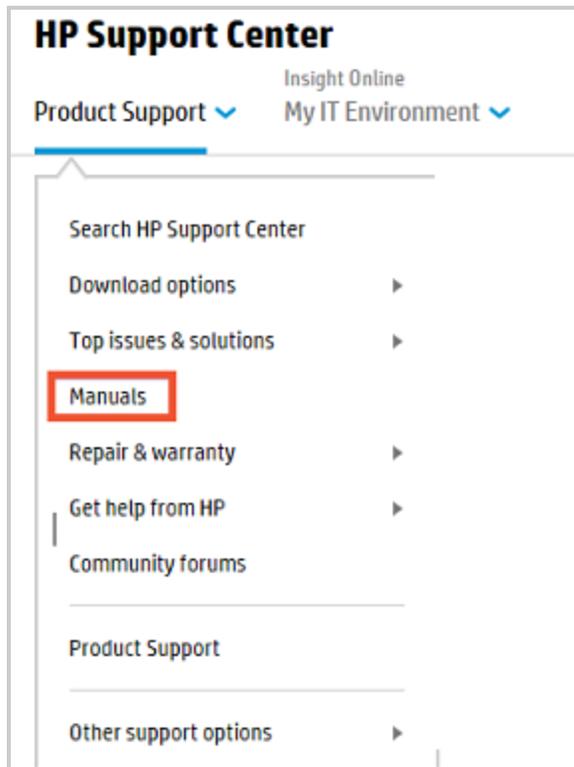
1 - 5 of 5 items

Views	Title	Content type	Updated date
15	Supplemental Information to Warranty Statements for HP Products	Support Information	2006-10-10 Oct 10, 2006
18	FIRMWARE UPGRADE REQUIRED to Prevent the Possibility of All-Zero Data Being Read from a Volume if a Hard Drive Is Removed While the Server Is Powered Off or Fails During Boot	Customer Advisory	2012-06-12 Jun 12, 2012

Click a title to view the document. Click the column headings to sort the list by number of views, title, content type, or updated date.

Find product manuals

1. Select a product (see "Find your product" on page 10).
2. In the Product Support menu click **Manuals** or select the **Manuals** tab on the product support screen:



The results screen lists the manuals by type:

HP ProLiant DL360p Gen8 Server

Warranty status: **Unspecified** ⓘ
[Check warranty status](#)

Recent products:
[HP ProLiant DL360p Gen8 Server](#)
[HP 9000 Model 855S Server](#)

 ▼

Search HP ProLiant DL360p Gen8 Server

[Community forums](#)

Download options **Top issues & solutions** **Manuals** **Repair & warranty** **Get Help from HP**

Choose your **manual type** or [view all](#)

Manual language:

▼

- User guide (19)
- Setup and install - general (3)
- Service and maintenance information (2)
- Getting started (6)
- General reference (14)
- Troubleshooting information (4)
- White papers (42)

Other support information
[Advisories, bulletins & notices](#)

3. Select a language and manual type from the list. The results appear in a table:

HP Support Center
 Product Support ▼ Insight Online
 My IT Environment ▼ ⚙️

HP ProLiant DL360p Gen8 Server
 Warranty status : **Unspecified** ⓘ
 Check warranty status

Recent products :
 HP ProLiant DL360p Gen8 Server
 HP 9000 Model 8555 Server

Manuals
 Help

Back to category view
User guide
 1 - 19 of 19 items

Title	Format	Size (MB)	Content type	Updated date
ProLiant DL360p Gen8 Server User Guide	PDF	4.12	User	2012-12-03 03-Dec-2012
HP iLO 4 User Guide	PDF	6.68	User	2012-10-30 30-Oct-2012

Other Knowledge Base options
[Search HP Support Center](#)
[Top issues](#)
[Most viewed solutions](#)
[Advisories, bulletins & notices](#)
[Troubleshoot a problem](#)

If you select a language and do not see the manual you are looking for, try selecting English as the language.

4. Click a document title to view the document. Sort the results by title, content type, or updated date.

Use task-based information

Several task-based options are available. For example, click **Troubleshoot a problem**:

HP Support Center
 Product Support ▼ Insight Online
 My IT Environment ▼

Search HP Support Center

Download options ▶

Top issues & solutions ▶

Manuals

Repair & warranty ▶

Get help from HP ▶

Community forums

Top issues
 Most viewed solutions
Troubleshoot a problem
 Advisories, bulletins & notices

My HP Support Center
 My HP Support sign-in

Register for HP Passport
 View my recent cases
 View my contracts & warranties
 Manage my contracts & warranties

The results are broken down by operating system.

HP ProLiant DL360p Gen8 Server

Warranty status : **Unspecified** ⓘ
[Check warranty status](#)

Recent products :
HP ProLiant DL360p Gen8 Server
HP 9000 Model 855S Server



[Change product](#) ▼

Troubleshoot a problem

[Help](#)

Other Knowledge Base options

[Search HP Support Center](#)
[Top issues](#)

Troubleshoot a problem

- + Microsoft Windows operating systems (14)
- + Red Hat Enterprise Linux operating systems (8)
- + SUSE Linux operating systems (35)
- + Solaris operating systems (1)
- [Unix operating systems \(1\)](#)

Select an operating system from the list. Troubleshooting documents are primarily customer advisories and support information.

Get help from HP is another feature available for some products. It allows you to submit or manage support cases and chat to HP to help you find solutions to common product issues. If available for the product, a **Get help from HP** link is in two places: the Product Support main menu and a tab at the bottom of the screen:

HP Support Center

My HP Support Center ▼

Product Support ▼ Insight Online My IT Environment ▼

- Search HP Support Center
- Download options ▶
- Top issues & solutions ▶
- Manuals
- Repair & warranty ▶
- Get help from HP** ▶
- Community forums
- Product Support
- Other support options ▶

Submit or manage support cases
Chat with HP
All HP contact options

Community forums

Repair & warranty

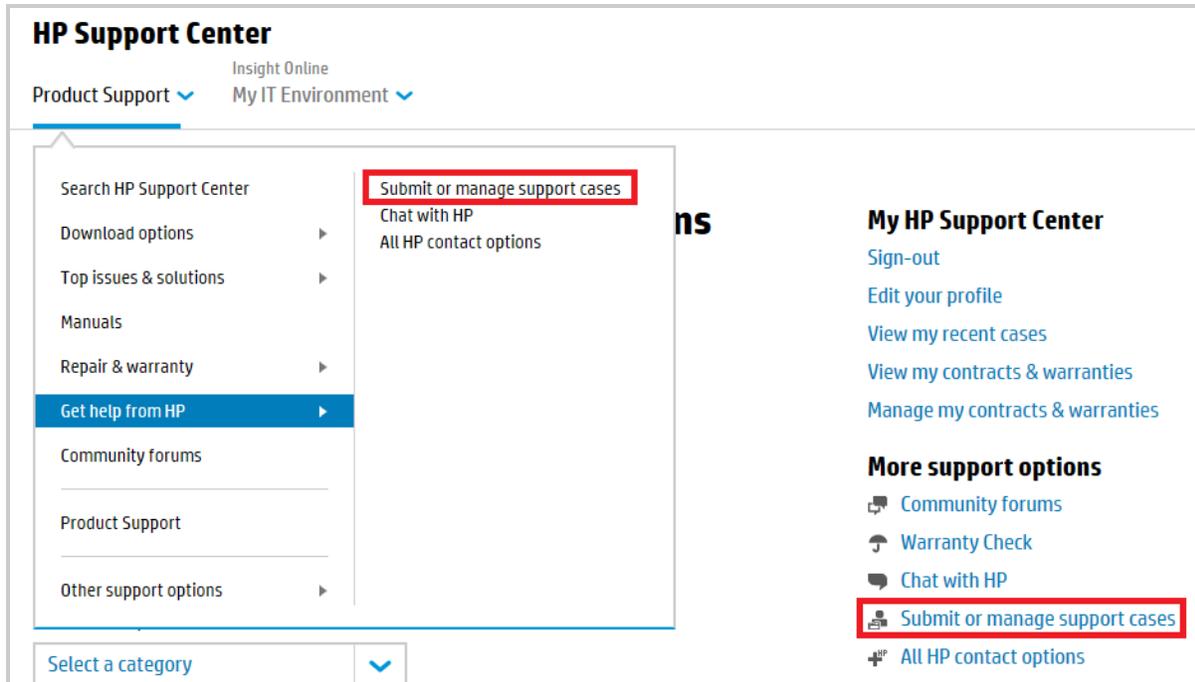
Get help from HP

More get help options
[Chat with HP](#)
[All HP contact options](#)

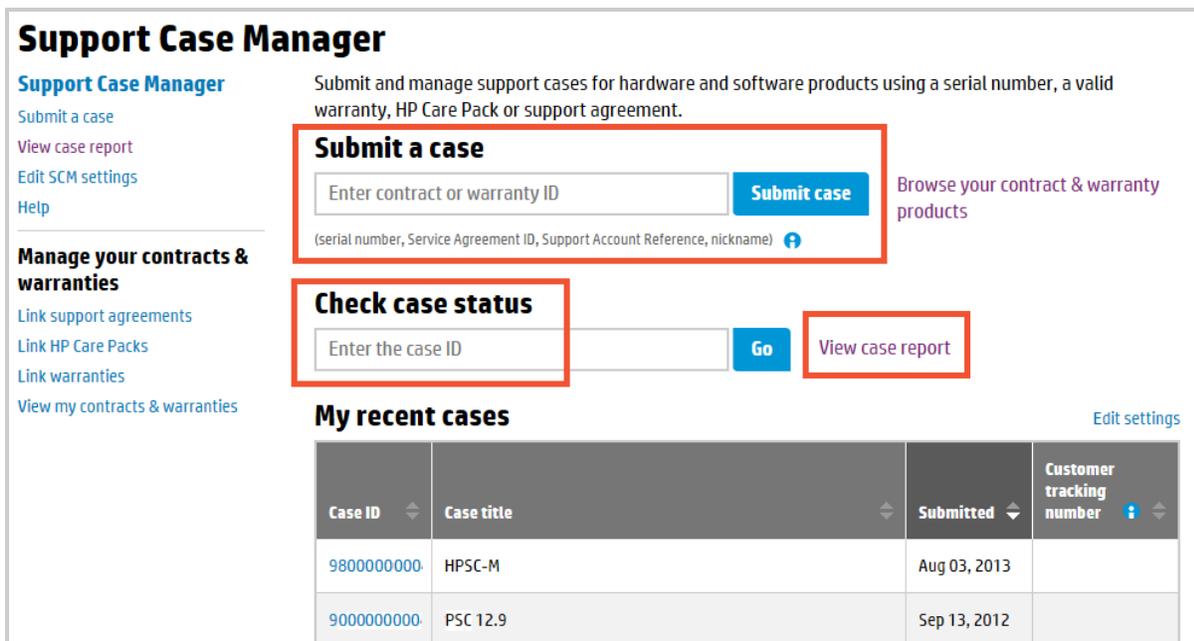
Support Case Manager

Click **Submit or manage support cases**:

- In the Product Support drop-down list, under **Get help from HP**.
- Under **More support options**, on the right.



From the main Support Case Manager page you can perform the following actions:



Submit a new support case

From the main page you have two options:

- Click **Browse your contract & warranty products** to see a list of support agreements, HP Care Packs and warranties (referred to as "contracts" below):

Support Case Manager

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

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

[Browse your contract & warranty products](#)

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

The list includes contracts that are associated with your HP Passport ID, or that are part of a contract and warranty share that has the SCM role enabled and that includes you as a member.

Expand the contracts in the list to see the products covered by each contract. Find the product in the list and click **Submit a case** on the right.

Submit a case

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

Browse your contract & warranty products

Select a product to submit a case. This page contains active support agreements, HP Care Packs and warranties linked or shared to your HP Support Center user ID. To view specific products contained in a contract, click on the corresponding plus [+] icon within the table.

Total number of linked contracts and warranties: 70

Search by

(SAID, SAR, serial number, nickname or product number)

Linked support agreements - Selected: EKEKENKEN (107)

1 - 25 of 25 Items

Support Account Reference	Service Agreement ID		
CP6726672606726	EKEKENKEN		
Product serial number	Product number	Product description	Action
525Y331331	A3319A	HP A5149A PCI to Ultra2 SCSI Adapter	<input style="width: 50px;" type="button" value="Submit a case"/>
6E03313331	A6331A		<input style="width: 50px;" type="button" value="Submit a case"/>

- If you already know the contract that covers the product, enter any of the following identifiers in the Contract or warranty ID field:
 - Product serial number (for a warranty)
 - Service Agreement ID (SAID)
 - Support Account Reference (SAR)
 - HP Care Pack ID
 - Nickname

If the identifier is valid and the contract is active, a list of products covered by the contract appears. Find the product in the list then click **Submit a case** on the right.

If you are signed in, a contract does not need to be associated with your HP Passport ID to submit a case for a product covered by the contract.

From the **Submit a case** page, enter a case title, operating system and version, and provide as much detail as you can. Describe the problem and the steps you have taken to resolve it. See the sections below for examples of the type of information to provide.

Problem Description

- Error messages
- Log files
- Steps to recreate the problem

Location

- Alternate contact information
- Equipment address location

Configuration

- Identify third-party options installed and if they have been eliminated as potential causes.
- Identify system options installed, regardless of whether they seem pertinent.
- Total memory including RAM size and configuration.
- Installed patches and service packs.
- Revision levels (if a hardware or firmware problem).
- Version updates.
- Replaced parts.

Case History

- Has this problem been previously reported to HP for the same product? If so, include prior support case numbers opened for that product.
- Actions taken by HP, any service provider or the customer since the first occurrence of the problem.

Changes to Environment

- Power- or temperature-related problems.

Testing Information

- Can you reproduce the problem? If so, include the exact steps to reproduce it.
- Include crash analysis if a system crash.

For Printers

- Can the printer:
 - Perform a self test.
 - Print a configuration page and event log.
 - Perform a paper path test.
- Does the printer display a numeric/light pattern error?
- Identify the connection type - parallel, USB, networked (wired or wireless), Bluetooth, or other sharing device.
- Identify the printing software and drivers.
- Is the problem application-specific?
- Describe unusual noises including their source (front/back/left/right).
- Is the printer using an HP toner cartridge?
- When was the toner cartridge last changed?
- When did the printer last function correctly?
- Describe recent changes.
- Can you print with a known working cable and LAN drop?
- If a document printing problem, can you Print/Telnet or print without the spooler?

Contact and equipment locations

Contact information is used by the support agent to communicate updates and request further data. Ensure the contact is the person who can actually work with the support agent. Be sure the equipment location is accurate, as on-site visits and parts delivery are made to this address.

Troubleshooting steps taken

Describe the steps you have already taken, and the results. Consider these questions:

- What were you trying to do when you detected the problem?
- What were you expecting to happen?
- What error messages did you see?
- What programs, commands, or devices were involved?
- When did you first observe the problem?
- When was the last time the activity worked?
- What has changed since then (hardware, software, configuration)?
- If the problem is intermittent, under what conditions did the problem occur?
- What do you think is the cause of the problem?

Anticipated response time

If you submit a case within the contract's coverage hours, the first available support agent will respond. For support outside of the contract's coverage hours, submit the case by phone and say that you need an "uplift" to your support contract. This will result in an additional charge. Uplift is not available in some countries.

For onsite support, response time depends on the type of contract. Onsite response time is the time an engineer will be onsite to address the problem, not problem resolution time.

Check the status of an existing case

Check the status of an existing case by entering the case ID if you know it, in the **Check case status** box on the main SCM page. This will take you to a screen displaying a summary of the case which lists submitted and last updated dates, and has a link to view case details.

Create a case report that lists all cases

Click the **View case report** link to create a list of cases submitted on products covered by contracts that are associated with your HP Passport ID, or that are part of a contract and warranty share that has the SCM role enabled and that includes you as a member.

To create a case report:

1. Select one or more contracts from the list and add them to the box on the right.

View case report

Support Case Manager

[Submit a case](#)

[View case report](#)

[Edit SCM settings](#)

[Help](#)

Specify case report settings

Your online report will be filtered based on the settings you specify below.

Search for your contract or warranty

Find

(SAID, SAR, serial number, nickname or product number)

OR

Select from your contracts & warranties, and click the Add button

A36SH36SH36SH36S36SH	Add
EWA36S36SH36SH36SH	Remove

Report contract and warranty list
(Total listed = 0, Maximum = 200)

2. Filter by case status and time.

Additional filtering

Select case status to display.

Note: If you have hundreds of cases, selecting to view 'All' cases in a report could take several minutes to generate.

Case status 

Select a time frame to display.

Note:

- If you have hundreds of cases, selecting to view 'All' cases in a report could take several minutes to generate.
- Cases completed over 30 days are not accessible via Support Case Manager.

Time frame 

Specify the number of case summaries per page to display.

25
 50
 75
 100

3. Click **Create report**.

The report lists cases associated with your HP Passport ID, by ID, title, status, and submitted and updated dates. Click a case ID to view details for the case.

View your recent cases

View the details of your recent cases three ways:

- Enter the case ID in the **Check case status** text box on the main page, then click the **View case details** link on the right.
- Click the case ID in **My recent cases** on the main page.
- Click a case ID in the list generated by **Create report**.

The case details page lists:

- Case information including case title, customer tracking number, contract and product numbers, source (web, phone), submitted and updated dates, and current status.
- Contact and equipment location.
- Case details.
- Case history, which includes correspondence and case logging information.
- Subcases, if any.

Update a case

You can add comments and attachments to a case, and close a case.

Add comments

Add comments to open cases on the case details page. On submission your comments are added to the case history and the support agent is informed.

Add attachments

Attach pertinent documents such as program files, log files and illustrations to open cases by using the email link on the case details or case submit confirmation pages. Do not modify the email subject line. The attachments are added to the case and the support agent is notified. You will receive a confirmation email when they are processed. You cannot access documents attached to a case through Support Case Manager.

For security reasons, send the email from the same domain address as the domain of the case contact's email address, if possible. (The domain is after the @. For example: @mycompany.com.) Email delivery time is not guaranteed.

Close a case

On the case details page, under "additional comments and attachments or request to close", enter a brief explanation of why you want to close the case, and update. Cases are not automatically closed as the result of a request. A support agent closes the case after reviewing the request.

Edit SCM settings

If you submit cases on a regular basis, it may be convenient to prefill contact and preferred equipment location values, and specify their source:

Contact drop-down list prefill:

Specify the origin of the contact list on the case submit page. Use the contact data from one of the following:

- The contract you are using to submit the case.
- The contract you are using to submit the case, and your HP Passport profile, and the contact data used the last time you submitted a case.

Preferred contact data prefill:

Specify how you want your contact data prepopulated in the support case contact fields. Options:

- Do not prefill: Use when the contact data changes frequently or when you use the contact drop-down list to populate the fields.
- Prefill from your HP Passport account: Your name and contact information.
- Use last entered data: Useful when the same contact information is used every time.
- Use data from support agreement: The contract you are using to submit the case. This is useful when the contract includes the contact person who is dedicated to handling cases with HP.

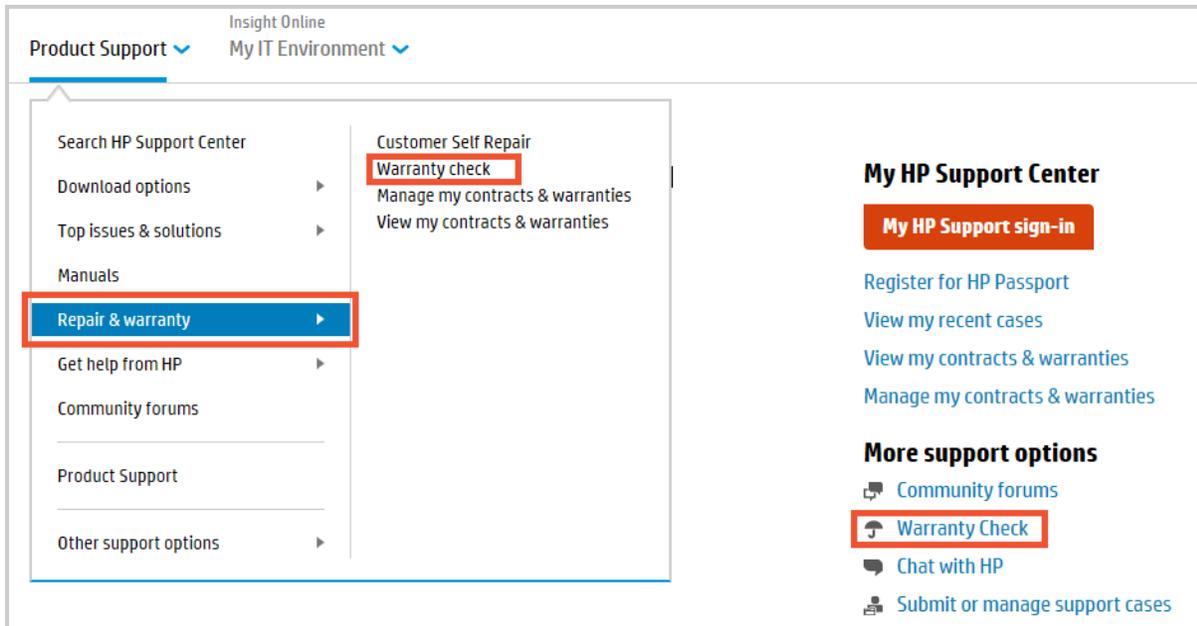
Preferred equipment location data prefill:

- Same options as **Preferred contact data prefill**.

Save to make the selected options become your new default settings.

Warranty check

Use warranty check to retrieve service type and level, coverage dates and deliverables associated with the warranty, and other details. Click **Warranty check** from **Repair & warranty** in the main menu, or under **Main support options** on the right:



Enter product serial numbers in the form. You can check up to twenty warranties, active or expired, at a time.

The country of purchase defaults to your current locale. Change it if necessary using the drop-down list:

Serial number lookup

The form below allows you to enter serial number information and retrieve warranty status. Enter up to twenty serial numbers in the fields below and click "Submit". **Note:** Additional time will be required to look up multiple serial numbers.

Sign-in above to add warranties to your profile

Use your warranty products to find support or submit and manage support cases.

Item	Product serial number	Country of purchase
1	<input type="text"/>	<input type="text" value="United States"/>
2	<input type="text"/>	<input type="text" value="United States"/>

The expiration date of a warranty is based on the purchase date, if the product was registered with HP. Otherwise it is estimated based on the manufacture date.

Warranty check does not retrieve support agreement information. For support agreement information, see *Software updates and licensing*:

HP Support Center

Product Support Insight Online
My IT Environment

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

Get drivers, manuals, parts & solutions

Select your product

Recent products:
[HP ProLiant ML110 G3 Server](#)

Enter a product name or number

(e.g. ProLiant DL360p)

OR

Browse all HP products

- #### My HP Support Center
- - [Register for HP Passport](#)
 - [View my recent cases](#)
 - [View my contracts & warranties](#)
 - [Manage my contracts & warranties](#)
- #### More support options
- [Community forums](#)
 - [Warranty Check](#)
 - [Chat with HP](#)
 - [Submit or manage support cases](#)
 - [All HP contact options](#)
 - [Patch management](#)
 - [Software updates & licensing](#)

Access requirements

You do not need to be signed in with your HP Passport account to use warranty check. Signing in does however provide you with the option of linking warranties to your account. It also lets you store, view, and manage your products more quickly and easily.

Location of serial number and product number

You must provide the serial number (preceded by "Serial" or "S/N"), which is typically located near the product number on the label. You may also need the product number. The product labels below show typical serial number (1) and product number (2) locations:



Contact HP Support if you cannot find the label.

Warranty information is not found, or error returned

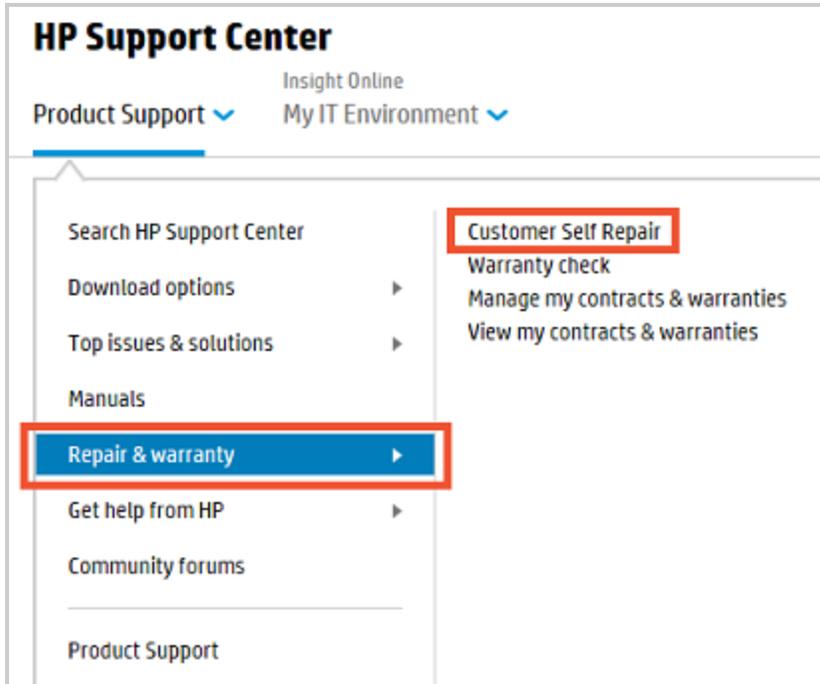
If the results page lists an error for a particular entry, verify your data entry. If you re-enter the values and it still returns an error, contact HP Support. If you entered multiple numbers, you can remove the number that caused the error and try again.

How to extend or upgrade warranties

Extend your standard warranty with HP Care Pack Services. Coverage is also available for many products whose original warranties have expired. Visit [HP Care Pack Central](#) to learn more.

Customer Self Repair

Customer Self Repair (CSR) is available for certain products. From a product page, check for it under **Repair & warranty** in the Product Support main menu:



CSR is available in most countries. It allows HP to ship replacement parts directly to you once a failure has been confirmed. Parts are generally shipped overnight. CSR warranty terms and conditions are included in the warranty statement for the product, which can be found in the box with the product.

Check eligibility

Check the status of the warranty that covers the product using Warranty check. Click the link on the left:

Customer Self Repair

[Learn more about CSR](#)

[Help](#)

Related links

[Warranty check](#)

[Drivers & software](#)

[Submit or manage support cases](#)

[Repair videos and animations](#)

Customer Self Repair

Check eligibility	Order parts	Status & assistance	Instructions & videos	Return parts
-------------------	-------------	---------------------	-----------------------	--------------

Step 1: Verify the status of your warranty using [Warranty check](#).

Step 2: Use the table to determine if you must replace the part yourself. "Mandatory" requires standard warranty customers to perform part replacement or pay for HP service. Self repair is optional for customers with an HP Care Pack or support agreement.

Step 3: Obtain a replacement part through [order replacement parts](#).

Determine the self-replacement option type

On the CSR page for a product, a table lists the parts and the self-replacement option available for each:

HP ProLiant ML110 G3 Server - Customer Self Repair Parts

The following Customer Self-Repair parts are available for your product. Linked items lead to part replacement instructions.

Item	Self - Replacement Options *
Keyboard	Mandatory
Mouse	Mandatory
Monitor	Optional
All Drives	Optional
Memory	Mandatory
Power Supply	Optional
Processors	Optional
PCI Options	Optional
Fans	Mandatory
Memory Board	Optional

The options are:

- **Mandatory.** On-site or return-to-depot support for replacement of this part is not provided under the warranty. You can install this type of part yourself or pay HP service personnel to do it. It typically does not need tools to replace, consists of a single part, has minimum cabling, and is plug-and-play.
- **Optional.** You can replace this type of part yourself or have it replaced by HP service personnel at no additional charge during the warranty period. Replacement may require tools, the removal of other parts, more involved cabling, and potential configuration/setup following replacement.

You can replace parts yourself even if you have an HP Care Pack or contract that provides on-site support. Ask that the replacement parts be shipped directly to you. You can then replace the parts at your convenience.

If you do not want to replace a part yourself, and the product is covered by a warranty, you can, in countries where it is allowed, purchase on-site replacement of the part by HP service personnel. The cost will include only labor and travel because the parts are covered under the warranty.

If you damage a part while replacing it, the situation is the same as if HP service personnel damaged the part. The warranty will cover the second repair.

Order parts

Customer Self Repair

Check eligibility	Order parts	Status & assistance	Instructions & videos	Return parts
-----------------------------------	-----------------------------	-----------------------------------------	-------------------------------------------	------------------------------

Use the information below to get the parts you need to repair your HP product.

If your warranty, HP Care Pack or support agreement is active:

[Submit or manage support cases](#)

Support Case Manager is an online tool that allows you to create and manage support cases for products with a valid warranty, HP Care Pack or support agreement.

If your warranty, HP Care Pack or support agreement has expired:

[Buy replacement parts](#)

Buy certified HP genuine replacement parts.

If you need additional assistance, please [Contact HP](#).

How you order parts depends on the state of the product warranty:

- If active, submit a support case using the Support Case Manager (SCM). Click the **Submit or manage support cases** link.
- If expired, click the **Buy replacement parts** link.

Status & assistance

Fill in the form to get help on an existing SCM case, such as the status of a replacement part. Be sure to pick a subject and include the case number:

Customer Self Repair

[Check eligibility](#) [Order parts](#) **[Status & assistance](#)** [Instructions & videos](#) [Return parts](#)

Your request

Use this form to submit a request for help on an existing Customer Self Repair service event, such as the status of your replacement part. Do not use this form to [order replacement parts](#). Should you require technical product support or have questions regarding any other type of service event, please [Contact HP](#).

Please include as much information as possible so our agents can expedite your request.

Required *

Subject *

First name *

Last name *

E-mail address *

Phone * Ext.

Case number *

Pick subject	▼
I have not received my part from HP	
My part was damaged in shipping	
I need a replacement return shipping label	
I need a part return label (did not open box)	
Submit defective media retention (DMR) information	
Other	

Instructions and videos

This tab provides a link to repair videos and animations, if any, and lists links to instructions for removing and replacing parts of the product:

Customer Self Repair

[Check eligibility](#)

[Order parts](#)

[Status & assistance](#)

[Instructions & videos](#)

[Return parts](#)

Use the information below to replace your defective part.

Videos and animations

[Repair videos and animations](#)

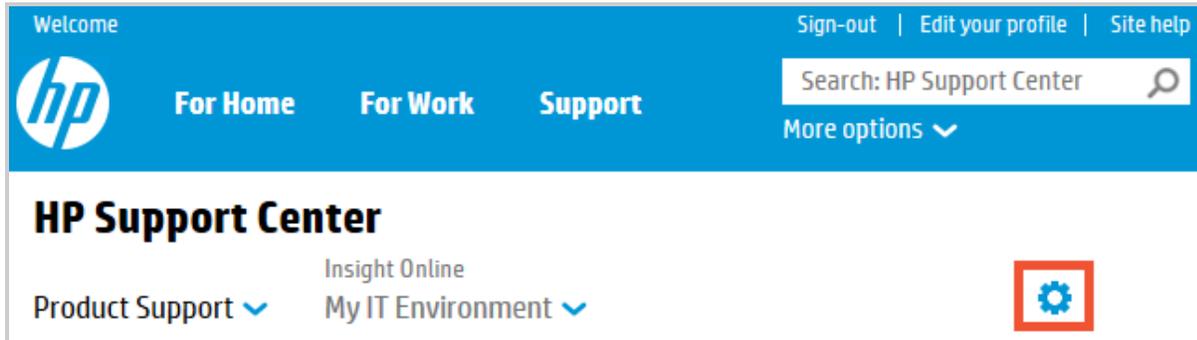
Instructions

1 - 4 of 4 items

Title	Updated date
Removing and Replacing the Hard Drive	Jun 2, 2008
Removing and Replacing the Drive Latch	Jun 2, 2008
Removing and Replacing the System Fan	Jun 2, 2008
Removing and Replacing the Access Panel	May 30, 2008

Settings

After you sign in, click the Settings icon from any HP Support Center page:



You can view and edit several settings:

Settings

My HP Support Center settings

[Edit HP Passport profile](#)
View and edit your personal information in HP Passport.

[Forums settings](#)
View and edit your Forums settings.

[Subscriber's Choice profile](#)
View and edit your Subscriber's Choice subscriptions and preferences.

[Support Case Manager settings](#)
View and edit your Support Case Manager settings.

Other settings

[View my contracts & warranties](#)

The language and country selector

The language that HP Support Center and Insight Online display in, and country-specific contact information such as in "Contact HP", are by default determined by the country you are accessing the site from. For example, if you are in Greece, the site appears in Greek, and the contact information is local to Greece.

This language selection includes the site's help system. Technical documentation also appears in search results, if available, in the selected language. You can change this language and country setting at any time by clicking on the flag at the bottom of any page:



The flag you see represents your current country setting:

Flag and country name examples	Language
 Ecuador	Spanish
 México	Spanish
 Magyarország	Hungarian
 日本	Japanese

Several countries share languages, but the country-specific information is different. Ecuador and Mexico for example, share Spanish, but the HP contact information for each is different.

Some languages differ slightly depending on region. The Spanish associated with countries in South America, for example, is different from the Spanish associated with Spain, and the Portuguese associated with Brazil is different from that of Portugal.

The complete list of supported languages is as follows:

- Chinese (simplified)
- Chinese (traditional)
- Czech
- English
- French

- German
- Greek
- Hungarian
- Italian
- Japanese
- Korean
- Polish
- Portuguese
- Russian
- Spanish
- Turkish

You can use this feature to compare languages, if for example you are not sure of terminology in a given language. You can open a link in a new window, change the language in that window, and compare the different language versions of the same content.

Once you change a language in one window, the language will change for subsequent links on the site in all open windows, and will remain your selected language even after you sign out and back in again. To return to your original language, select it from the flag at the bottom of any site page.

Get help from HP

The screenshot displays the HP Support Center interface. At the top left, the text "HP Support Center" is visible, along with "Insight Online" and "My IT Environment" dropdown menus. The top right corner shows "My HP Support Center" and a gear icon. A left-hand navigation menu lists several options: "Search HP Support Center", "Download options", "Top issues & solutions", "Manuals", "Repair & warranty", "Get help from HP" (highlighted in blue), "Community forums", "Product Support", and "Other support options". A red box highlights the "Get help from HP" menu item. To the right of this menu, another red box highlights a sub-menu containing "Submit or manage support cases", "Chat with HP", and "All HP contact options". On the right side of the main content area, there is a "Community forums" link. Below the "Repair & warranty" section, a red box highlights a sub-menu with "Get help from HP" and "More get help options", which includes "Chat with HP" and "All HP contact options".

Use **Get help from HP** to:

- **Submit or manage support cases.** See [Support cases](#) for details.
- **Chat** with an HP representative to help you find solutions to common product issues.
- View **All HP contact options**, which includes links to forums, to site help, to a form you can submit with questions about using the site, and to phone numbers for support in your locale or worldwide.

Support and other resources

Contact HP

For worldwide technical support information, see the [HP support](#) website. Before contacting HP, collect the following information:

- Product model names and numbers
- Technical support registration number (if applicable)
- Product serial numbers
- Error messages
- Operating system type and revision level
- Detailed questions

HP Authorized Channel Partners

For the name of the nearest HP Authorized Channel Partner, see the following sources:

- [In the United States](#)
- [In other locations](#)

Documentation feedback

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