



HP Velocity Live QoS Support

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Content

Trademarks and patents	2
Disclaimer	2

About this document **4**

Purpose	4
Intended audience	4
Document styles and conventions	4

LiveQoS support **5**

LiveQoS support roles and responsibilities	5
Technical support specialist	5
Software system engineer	6
Technical Support Requests	6
TSR registration	6
TSR dispositions	7
TSR confirmation	7
TSR closure	7
Submitting a TSR	7

About this document

Purpose

This document provides HP third and fourth level support staff with information about LiveQoS and how to request support for HP Velocity.

Intended audience

This document is intended for HP third and fourth level support staff who will be providing support for HP Velocity.

Document styles and conventions

In this document, the following styles are used.

Style	Description
Start > Edit > Cut	Any elements on screen such as menus or buttons use this format.
<i>Select directory screen</i>	A screen or dialog box name uses this format.
myfile.txt	Filenames, directory names, and command line text use this format
Sample Product	Links to locations inside the document use this format.
<i>Example book</i>	References to external published documents, books, and articles use this format.

In this document, the following conventions are used

Convention	Description
<sample_name>	Replace the whole text including angle brackets with the expected value. For example, replace <exec_filename> with example.exe when entering this command.
{option1 option 2}	When entering the command, choose one of the options presented.

LiveQoS support

The LiveQoS support office is located in Ottawa, Canada in the Eastern time zone. World wide support is provided from this location 24 hours a day, 7 days per week.

LiveQoS support roles and responsibilities

LiveQoS has two types of support professionals: technical support specialists (TSS) and software system engineers (SSE). LiveQoS support professionals work independently or collaboratively to promptly address Technical Support Requests (TSR).

Technical support specialist

Technical support specialists (TSS) are responsible for the overall management of the Technical Support Request (TSR) life cycle. They are seasoned technical experts with years of LiveQoS product (HP Velocity) and network engineering experience. They are empowered to deploy the necessary organizational resources in order to resolve issues.

Their responsibilities include:

- Responding to support requests via telephone, email, and web portal
- Capturing the TSR details using the LiveQoS tracking system and providing the TSR case number
- Providing instructions for and performing diagnostic collection tasks
- Recreating the technical environment(s) to replicate and troubleshoot the issue
- Ensuring adequate response time, communication, and escalation in compliance with the support agreement.

Software system engineer

Software system engineers (SSE) are responsible for providing a software system engineering level of issue identification and resolution. They are code level experts who are members of the software development team.

Their responsibilities include:

- Working with the assigned TSS to recreate the technical environment(s) necessary to replicate and troubleshoot the issue
- Developing issue specific diagnostic tools for rapid problem source recognition
- Developing software fixes/resolutions for the TSR

Technical Support Requests

Once HP support has performed the initial Third Level and Fourth Level support services and the issue has been isolated to HP Velocity, the responsibility will shift to LiveQoS Third Level support.

LiveQoS Third Level support professionals will promptly address the Technical Support Request (TSR). Each TSR is assigned a unique case number for tracking purposes throughout the resolution cycle.

TSR registration

When registering a LiveQoS TSR, the following information will be requested:

- A contact name, phone number, and email address
- A detailed description of the TSR
- An indication of the frequency and reproducibility of the issue described in the TSR
- Suggested severity of the TSR
- The system configuration information including operating system versions (client and server), HP Velocity version (client and server), HP thin client model, virtualization architecture, and network topology

Diagnostic information or access to the customer system may be requested. All subsequent communications between LiveQoS Support and HP (e.g., conversations, receipt of diagnostic or sample data, written correspondence, etc.) are recorded in the TSR.

TSR dispositions

There are four dispositions.

- Defect: The reported issue is determined to be caused by a defect in HP Velocity.
- Enhancement: The reported issue is determined to be a need for functionality which does not presently exist in HP Velocity.
- Environment: The reported issue is attributed to one or more third party software, hardware, or network products which are beyond LiveQoS's control.
- Question: The customer has a question pertaining to the use of HP Velocity.

By default, all new issues reported to LiveQoS Support are deemed to have a disposition of Defect, until proven otherwise.

TSR confirmation

Once a problem has been verified by the TSS and the disposition reviewed by the SSE (as required), the TSS will inform HP Support. At this time, the TSR is routed to the appropriate LiveQoS resources for further action.

TSR closure

A TSR is typically closed when HP Support confirms that a resolution has been reached or if LiveQoS does not hear back from HP Support after three attempts to make contact during a ten day period. A TSR may also be closed if it cannot be resolved or if LiveQoS chooses not to resolve the issue, with acknowledgement and agreement from HP Support.

Submitting a TSR

LiveQoS support for HP Velocity is provided by:

- Telephone — 1-877-261-4790
- Email — support@liveqos.com
- Web portal — www.liveqos.com/support