

HPC Global Support Contact Information



This document provides important warranty and service information. For HPC products

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Reference number: A-HPCCS-AA

First edition: October 2006

Related Products

This document provides contact telephone information and recommended procedures for obtaining service for the following HPC Products:

- HP Cluster Platform, models CPxxxx, CPxxxxBL, and CPE.
- HP Scalable Visualization Array.
- HP XC Operating Environment.

General Product Support Information

To ensure the best possible warranty or contract support of your HP High Performance Computing product, contact HP Global Services using the telephone numbers listed in this letter.

! **IMPORTANT:** Ignore any other warranty and service information that is shipped with components that make up your HP Cluster Platform and use only the telephone numbers and processes defined in this document.

For warranty support calls, be prepared to provide the following information:

- Product number of the system or failing device
- Serial number of the system or failing device
- Node name or host name
- Operating system
- Question or problem statement
- Contact name
- Contact telephone number

For systems covered under HP contract support, please be prepared to provide the access number, obligation ID number, or system handle provided with your contract.

Specific Product Information

Provide the information for specific products as identified in this section.

HP XC Operating Environment

When telephoning for support from HP Global Services response centers, be prepared to provide the following information:

- North American customers (US and Canada):
Specify **USS_SC HPTC** as the product queue name.
- All other customers:
Specify **HP XC System Software on HP Cluster Platform** as the product name.

HP Cluster Platform Hardware

When telephoning for hardware support, be prepared to provide the following product name (bold blue) and model number information:

- The model of cluster platform, which might be:
 - **HP Cluster Platform**, (rackmount servers) model numbers:
 - CP3000
 - CP4000
 - CP6000

- **HP Cluster Platform** (server blades) model numbers:
 - CP3000BL
 - CP4000BL
- **Cluster Platform Express** (CPE)
- **Scalable Visualization Array** (SVA)
- The type of system interconnect used in your system
 - InfiniBand
 - Gigabit Ethernet
 - Quadrics
 - Myrinet

Contacting HP Services in the Americas

Region	Number	Support Level and Language
U.S. and Canada	888-751-2149	Warranty or Contract Support
Central America Caribbean Ecuador Colombia Puerto Rico Venezuela	58-212-278-8236	Spanish – Warranty or Contract Support
	58-212-278-8237	English – Warranty or Contract Support
Argentina Paraguay Uruguay Chile Peru Bolivia	54-11-4779-4779	Warranty or Contract Support
	54-11-4779-4787	Warranty or Contract Support
Brazil	55-11-4689-2620	Warranty or Standard Support
	55-11-4689-2014	Premium or Gold Support
Mexico	52-55-5258-4500	Warranty or Contract Support

Contacting HP Services in Europe, Africa, and the Middle East

COUNTRY	Number	Support Hours (Local)
Algeria	N.A.	8.30 - 18 GMT
Austria	08 1000 1000	8 - 17
	08 1000 2000	8 - 17
Bahrain	800 00 171	8 - 18
Belgium	078 600 600	8 - 17
Bulgaria	2 976 95 62	9 - 18
CIS countries: Armenia, Azerbaijan, Belarus, Georgia, Kyrgyzstan, Moldova, Mongolia, Turkmenistan, Uzbekistan	+7 095 7973520	9 - 18
Croatia	1 6060 200	8.30 - 17.30
Cyprus	Toll free: 800 9 2649	9-17
Czech Republic	2 61 307 310	8 - 18
Denmark	70 11 77 00	8 - 17
Egypt	202 532 5222	7 - 17
Estonia	6 813 836	9 - 17
Finland	0203 53232	8 - 17
France (Inc. Monaco)	0826 10 4949	8 - 18
	0825 00 4123	8 - 18
Germany	01805 258 143	8 - 18
	01805 25 25 26	8 - 18
Greece	801 11 22 55 47	9 - 17
Hungary	1 382 1111	8.30 - 18
Iceland (in Danish)	N.A.	24 * 7
Ireland	1890 946 500	8 - 18
	1850 924 590	8 - 18
Israel	9 830 4848	9 - 18
Italy, San Marino, Vatican City State	0238591212	8 - 17
	02 4527 9050	8 - 17
Kazakhstan	Call to Service Provider	9 - 18
	095 7973525	9 - 18
Latvia	7 030 721	9 - 18
	Toll free nr: 800 80 12	
Liechtenstein	0848 802 020	8 - 17
Lithuania	5 210 3333	8 - 17
	Toll free nr: 800 10000	
Luxembourg	27 303 303	8 - 17
Middle East, International Number	+971 4 366 2020	9 - 19 (GMT+4)
Morocco	22 40 47 47	8.30 - 18 GMT
Netherlands	0900 117 0000	8 - 17

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Nigeria	01 3204 999	7 - 16 GMT+1
Norway	800 62 800	8 - 17
Poland	(22) 5666 000	8 - 17
Portugal	213 164 164	9 - 18
	808203203	9 - 18
Romania	21 315 4442	8 - 17
	21 303 84 01	9 - 18
Russia - Moscow	095 797 3520	9 - 18
	095 7973525	9 - 18
Russia - St. Petersburg	812 346 7997	9 - 18
Saudi Arabia	800 897 1444	8 - 18
Slovakia	2 68208080	8 - 17
South Africa (RSA), Republic of	086 000 1030	8 - 17
	086 000 1010	8 - 17
Spain	902 010 333	8.30 - 17.30
	902 012 959	8.30 - 17.30
Sweden	077 130 3000	8 - 17
	077 130 30 30	8 - 17
Switzerland	0848 802020	8 - 17
	0848 800 724	8 - 17
Tunisia	71 89 12 22	8.30 - 18 GMT
Turkey	212 444 71 71	8.30 - 18
Ukraine Kiev	44 4903520	9-18
	44 4952825	24*7
United Arabic Emirates (UAE)	800 4520 04 366 2020	9 - 19
United Kingdom, Gibraltar	0870 842 2339	8 - 18
	0870 842 2330	8 - 18
West Africa French-Speaking countries	+212 22 404747	8.30 - 18 GMT
West Africa English-Speaking countries	Call Service Provider	8 - 17
Other EMEA countries	Call Service Provider	Non Specified

Contacting HP Services in the Pacific and Far East Regions

Country	Phone	Hours of Operation	Business Languages
Australia	1 300 368 369	08:30 - 17:00	English
Fiji	67 9 315 699	08:30 - 17:00	English
Christmas Island	61 2 9022 5127	00:00 - 24:00	English
Cocos (Keeling) Islands	61 2 9022 5127	00:00 - 24:00	English
Cook Islands	61 2 9022 5127	08:30 - 00:00	English
Heard and McDonald Islands	61 2 9022 5127	00:00 - 24:00	English
Hong Kong	+852 3559-7000	08:00 - 17:30	English, Cantonese, Mandarin
P.R.C.	010 6564 3800	08:30 - 18:00	Chinese
India	91 080-25631911	Mon-Fri 09:30 - 18:00	
Indonesia	+62 21 3503408	Mon-Fri 08:00 - 17:00	Indonesia, English
Japan	0120-220119	Mon-Fri 08:45 - 17:30	Japanese, English
Korea	82 2 3270 0911	09:00 - 18:00	Korean
Malaysia	1-800-80-5405	Mon-Fri 08:30-17:30	English
Micronesia	61 2 9022 5127	00:00 - 24:00	English
Nauru	61 2 9022 5127	00:00 - 24:00	English
New Zealand	0800 449 552	00:00 - 24:00	English
Niue	61 2 9022 5127	00:00 - 24:00	English
Norfolk Island	62 2 9022 5127	00:00 - 24:00	English
Papua New Guinea	61 2 9022 5127	00:00 - 24:00	English
Philippines	+63 2 888 6100	Mon-Fri 08:30-17:30	English
Singapore	1800 6272 4333	00:00 - 24:00	English
Solomon Islands	61 2 9022 5127	00:00 - 24:00	
Taiwan	02-87228088	Mon-Fri 08:30-17:30	Chinese or English
Thailand	001 800 651 111	Mon-Fri at 8:00-17:00	English
Tokelau	61 2 9022 5127	00:00 - 24:00	English
Tonga	61 2 9022 5127	00:00 - 24:00	English
Tuvalu	61 2 9022 5127	00:00 - 24:00	English
Vietnam	+(848) 823 5155	Mon-Fri 08:00-17:00	English

