

# Engaging TAM to review your HPE Proactive reports

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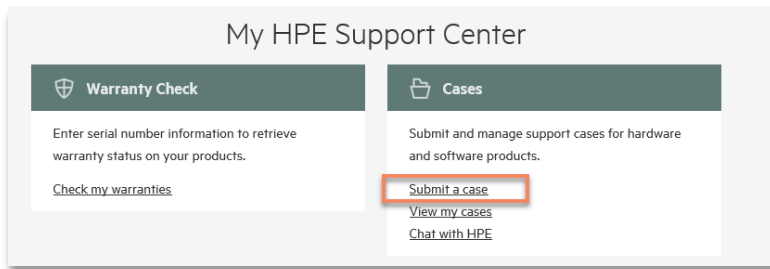
## Introduction

This document is a guide for HPE Proactive Care customers, instructing how to log a case via HPE Support Center to engage a Technical Account Manager (TAM) to discuss issues or concerns around their HPE Proactive reports.

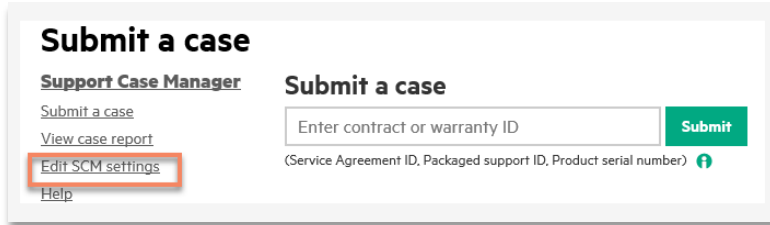
## Help with your HPE Proactive report

If you need guidance on issues and/or recommendations about your HPE Proactive Care report(s), you may request to have a TAM contact you. To engage a TAM for your report review, you will need to submit a case in HPE Support Center.

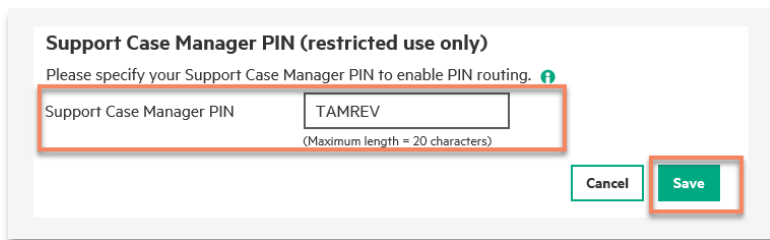
1. Log in to [HPE Support Center](#) using your HPE Passport User ID.
2. From My HPE Support Center, select **Submit a case**.



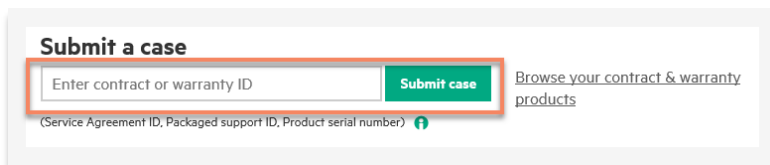
3. If you have a program identification number (PIN) associated with your HPE Passport account, proceed to [step number 6](#).
4. If you do not have a PIN associated with your HPE Passport account, you will need to update your profile. On the **Submit a case** window, select **Edit SCM settings**.



5. Locate the Support Case Manager PIN at the bottom of the screen, input **TAMREV** and click **SAVE**. The Support Case Management screen will display.



6. Enter the serial number of your product in the **Submit a case** field and click **Submit case**.



7. Locate the **Case title** field in the **Case details** section of the screen, input **Proactive Care Report Review**.

**Case details**

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

Required \*

Case title: Proactive Care Report Review

8. In the **Problem description** field, enter **I would like to review my Proactive Report with a TAM.**

**Problem description**

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

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

I would like to review my Proactive Report with a TAM.

9. Locate **Support Case Manager PIN** field in the **Contact & equipment Location Information** section, if the field does not Display TAMREV, overwrite the information listed with TAMREV.

**Note**

Overwriting the PIN code does not permanently update this field. If you need to submit additional support cases and you have updated your Support Case Manager PIN on your profile, remove the PIN from your profile by going to **Edit SCM Setting**. This PIN could impact your submission of future cases.

Please verify the contact details.

Contact	Select a contact	Equipment contact phone
First name		Company name
Last name		Address line 2
Alternate Phone		Mailstop
Email address		
Support Case Manager PIN	TAMREV	

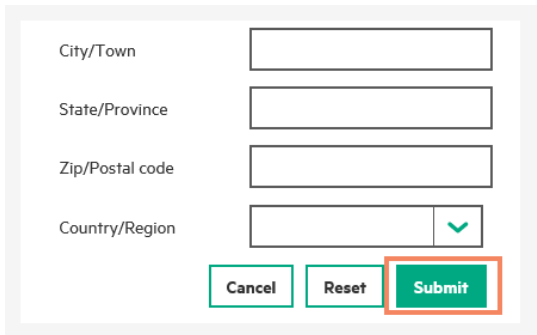
10. Review the contact information to ensure it is correct. If it is incorrect, correct the information by typing over the existing the data. This is the information the TAM will use to contact you regarding your report.

11. All fields with the asterisk - \* sign need to be completed prior to submission.



## Configuration guide

12. Once the form has been completed, click **Submit**. Your case will be automatically transferred to the HPE case management system.



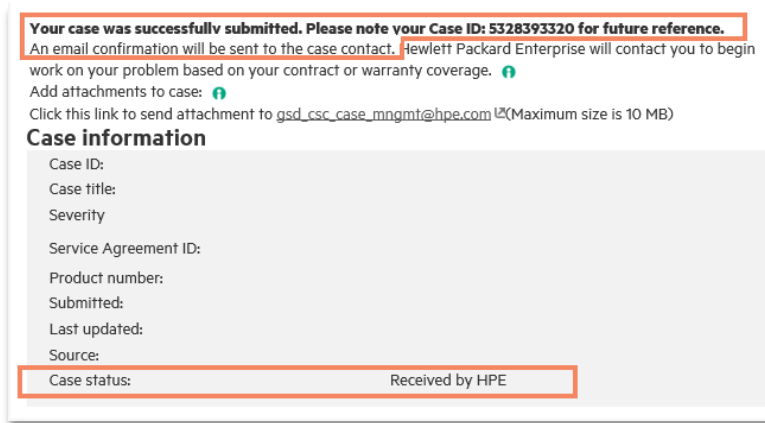
City/Town

State/Province

Zip/Postal code

Country/Region

13. Upon successful submission, you will receive an online confirmation, which will contain your case number and the current status. An email notification will also be sent.



**Your case was successfully submitted. Please note your Case ID: 5328393320 for future reference.**  
An email confirmation will be sent to the case contact. Hewlett Packard Enterprise will contact you to begin work on your problem based on your contract or warranty coverage.

Add attachments to case:


Click this link to send attachment to [gsd\\_csc\\_case\\_mngmt@hpe.com](mailto:gsd_csc_case_mngmt@hpe.com) (Maximum size is 10 MB)

**Case information**

Case ID:  
Case title:  
Severity  
Service Agreement ID:  
Product number:  
Submitted:  
Last updated:  
Source:

Case status: Received by HPE

14. An HPE TAM will be contacting you by next business day.



Make the right purchase decision. Click here to chat with our presales specialists.



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