HPE Networking Support Portal

FEATURE UPDATE – UI IMPROVEMENTS

DECEMBER 2024

We continue to strive to bring users increased value and capabilities with each new release. Our latest update includes End-of-Life (EoL) APIs, enhancements on Case Management and Ava as well as other fixes.

ENHANCEMENTS, UPDATES AND FEATURES IN HPE NETWORKING SUPPORT PORTAL (NSP) V8.5:

We are pleased to announce that the HPE Networking Support Portal (NSP) v8.5 is now in production. Customers, partners, and internal team members will find new functionality designed to increase utility in the following areas:

- End-of-Life (EoL) APIs are now available to NSP users who hold at least a Foundation Care support contract. Refer to the [FAQ](#) for detailed information on how to request access and initiate the token generation process.
- A pilot has been launched for partners and customers where they can seamlessly submit renewal requests for their expiring contracts through the renewal dashboard.
- Pro Premier customers with Open Case Review (OCR) report package can now view OCR reports in NSP
- Premium support cases opened through Ava's *Create Case* workflow are now routed to the Premium queue Monday through Friday.
- Account admins will now receive a daily email to remind them to approve all pending account "Join requests".
- Customers can now generate a PDF of Product End of Life notification content.
- Korean and Chinese users can now login to NSP, view and create Online RMA cases, and be greeted by Ava in the language set in their browser.
- Ava enhancements include:
    - Hebrew and Turkish languages to support global customers
    - *Firmware Recommender f*or Central-supported devices
    - *License Assistance* to manage license queries
    - Improved sentiment analysis to understand user intentions better
- NSP Case Management now has intuitive case creation flows that guide users with relevant Knowledge Articles to reduce new support cases.
- Alcatel license management is now supported in NSP in the license management system (LMS).
- Users can click "Refresh" to ensure their registered licenses in NSP are synched with the LMS.
- Users can see the NSP industry awards by clicking the "Accolades" button.
- The service level for your selected account is now displayed at the top of the landing page. This is based on registered devices and contracts.
- A "Share Feedback" button is now visible in the footer of any NSP page to help us improve your experience.
- The HPE Networking TAC User Guide is now available in French, German, Spanish, Japanese, traditional Chinese, and simplified Chinese. You can find these [here](#).

MORE UPDATES COMING SOON

The HPE Networking Support Portal team is dedicated to promoting innovation and delivering unparalleled support to our worldwide networking user community. Our portal has continued to expand the capabilities and features required to provide effective support to its diverse user base, which includes customers and partners of all sizes.

You can access the HPE Networking Support Portal using your corporate email address. Learn about our new features at the HPE Networking Support Portal Videos and FAQs page.

Please let us know if we are meeting your expectations by sending us your feedback.