

Edit Service Information

The Hewlett Packard Enterprise **Support Center** site, supports contact and partner information as a group can be edited by

selecting **Edit service information** from the Dashboard or Devices, to reach the page:

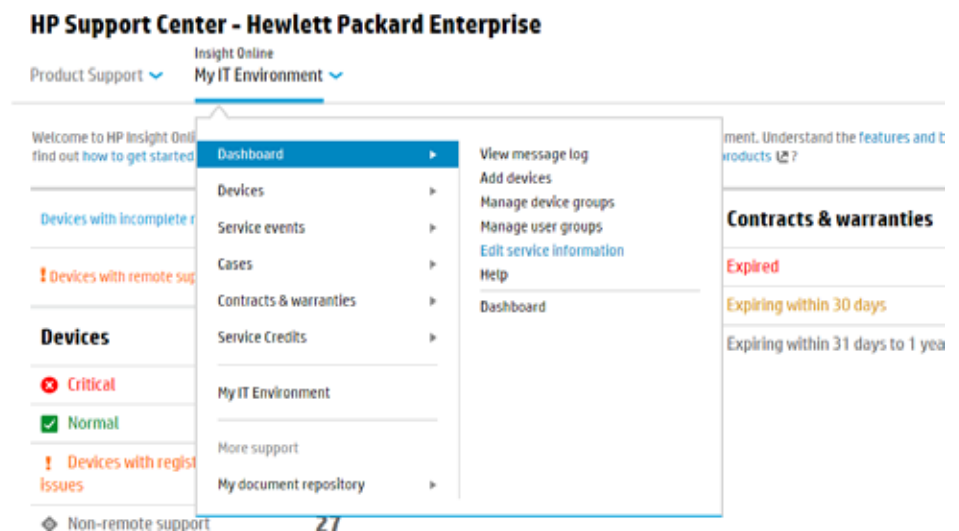


Figure 2.5 Edit service information from the Dashboard

Then complete the following steps:

1. Select groups from **Select device groups** and click **Next**. The list shows only device

groups that contain direct connect devices that you have administrative privileges to modify:

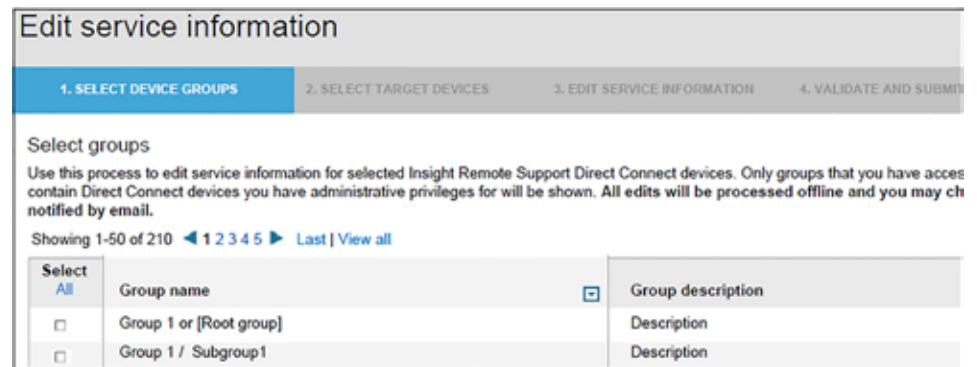


Figure 2.6 Edit service information

2. **Select target devices** whose information you want to change and click **Next**. Only direct connect devices that you have administrative privileges to modify are listed.

3. **Edit service information.** Edit site, primary and secondary service information and support contact information. Select an HPE Authorized Channel partner. You can select HPE or if you select a different partner, provide that partner's location ID. Select to optimize your IT environment. That is, consent or do not consent to having HPE or an HPE Authorized Channel Partner contact you about optimizing your environment. Select this option if you plan to have an HPE Authorized Channel Partner manage your devices.

4. **Validate and submit** the new information.

The changes are applied to all the devices you selected. Changes are submitted by a batch process. The name of the batch process is "DC_EDIT" plus the timestamp in Coordinated Universal Time (UTC). For example:

DC_EDIT 2013-10-30 12:39:59:999 UTC

You are prompted to continue and to provide an optional email address to receive a notification when the batch process has completed.

Devices included in a batch process submitted by you or by another user remain in the device list but are grayed out. When you receive the email notification that your batch process is complete, you can click on the refresh devices button (**Refresh devices**) to return the devices included in that process to their normal state.

The email notifications contain summary status information and a link to your message log. Use the batch process name to look up the status of the process in the message log.

For central connect devices, you must change this information in the Insight RS Hosting Device user interface.



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