



# HP Product Software Updates

## How to Get Started

# Welcome

## This guide will assist you with:

- Subscribing to Software Update Alerts
- Registering for an HP Passport
- Linking Service Agreement IDs (SAIDs) to your profile in HP Support Center
- Downloading your product updates from the Software Updates and Licensing portal



# Obtaining Your Product Software Updates

<u>HP Software Update Alerts</u>	<ul style="list-style-type: none"><li>• A web-based subscription service</li><li>• Receive personalized driver and support notifications for any product of interest (no support contract required)</li><li>• <a href="http://www.hp.com/go/swupdatealerts">http://www.hp.com/go/swupdatealerts</a></li></ul>
<u>HP Passport</u>	<ul style="list-style-type: none"><li>• A secure single sign-in service. Use one user ID and password to sign-in to all HP Passport-enabled Web sites</li></ul>
<u>HP Support Center</u>	<ul style="list-style-type: none"><li>• Your support portal with one-stop access to the information, tools &amp; experts needed to keep your technology running, as well as a comprehensive set of support alternatives</li><li>• Linking your Service Agreement IDs (SAIDs) here will ensure you gain access to entitled features</li><li>• <a href="http://www.hp.com/go/hpsc">http://www.hp.com/go/hpsc</a></li></ul>
<u>Software Updates and Licensing</u>	<ul style="list-style-type: none"><li>• Provides you access to updates for HP software products on your support agreement. The latest versions of the software and documentation are made available here</li><li>• <a href="http://www.hp.com/go/hpsoftwareupdatesupport">http://www.hp.com/go/hpsoftwareupdatesupport</a></li></ul>



# HP Software Update Alerts



# HP Software Update Alerts

## Subscribe to Software Update Alerts

Subscribing to software update alerts will ensure that you'll receive notification when an update is available for products you are interested in.

<http://www.hp.com/go/swupdatealerts>

The screenshot shows the HP website's software update alerts subscription page. At the top, there's a navigation bar with links for 'Shop for Products & Services', 'Explore & Create', 'Support & Drivers', and a search bar labeled 'SEARCH HP.COM'. Below the navigation is a large banner with the text 'Subscribe to Software Update Alerts from HP'. The main content area is divided into two sections: 'Subscribe Today' on the left and 'Already subscribed?' on the right. The 'Subscribe Today' section contains fields for entering product information and a profile. The 'Profile' section includes dropdown menus for 'Country/Territory' (set to 'United States') and 'I primarily read in:' (set to 'US English'), as well as input fields for 'E-mail address', 'First name', 'Last name', and 'Company name'. The 'Already subscribed?' section on the right provides links for 'Sign-in to edit your preferences', 'Customize your preferences', 'Update your profile', and 'Identify your products'.



# HP Software Update Alerts

## Product Selection and Preferences

There are two ways to select products:

- Enter a product number or description

OR

- Enter a Service Agreement ID (SAID) number to automatically display the products on that support agreement.

After selecting products, indicate when and how you would like to receive your alerts.

**Products**

product # or description:   Or Enter SAID

Select your products (Hold down the CTRL key and click to make multiple selections OR hold down the Shift key and click to select an entire list.)

**ADD SELECTED PRODUCTS**

**\* My Products (0)**

You haven't selected any products yet. Please select at least one product to receive Driver and Support eAlerts.

**Delivery Preferences**

\* I'd like my alerts delivered:

Daily       HTML email  
 Weekly       Text email  
 Monthly       RSS



# HP Software Update Alerts

## Selecting and Adding Products

After entering a product number, description, or SAID, highlight the products of interest and click *Add Selected Products*.

Verify that your product selections appear under *My Products*.

**Products**

product # or description:   Or Enter SAID  

Select your products (Hold down the CTRL key and click to make multiple selections OR hold down the Shift key and click to select an entire list.)

- HP-UX 11i v1 I/O Cards
- HP-UX 11i v2 I/O Cards
- HP-UX 11i v3 I/O Cards
- HP-UX MiniDIN Keyboard/Mouse Loc Kit
- HP-UX Keyboard Kit
- HP U160 SCSI Adapter for HP-UX 1 channel
- PCI 8-port Serial MUX Adapter for HP-UX

**ADD SELECTED PRODUCTS**

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\* **My Products (5)**

- HP-UX 11i v3 I/O Cards
- HP StorageWorks MSA1500 HP-UX High Availability Kit
- HP-UX 11.31
- HP-UX 11i v3 Base Operating Environment (BOE) E-Media
- HP-UX 11i v3 Data Center Operating Environment (DC-OE) E-Media

**REMOVE SELECTED**



# HP Software Update Alerts

## Subscription Confirmation

Your subscription confirmation indicates that the sign-up process is complete.

You can edit your profile at any time.

The screenshot shows a web browser displaying the HP website. The top navigation bar includes the HP logo, a search bar labeled "SEARCH HP.COM", and links for "Shop for Products & Services", "Explore & Create", and "Support & Drivers". The main content area features a blue gradient background with the heading "Subscribe to Software Update Alerts from HP". Below this, a "Success" message states: "Thank you for subscribing to HP Driver & Support Alerts. You will receive support for all of your HP products with the latest personalised, value-added solutions and services, including the latest drivers, patches, security bulletins, and more. Keep your products up to date by adding them to your profile below!". A section titled "Your current HP product alert preferences:" lists several items: "HP StorageWorks MSA1500 HP-UX High Availability Kit", "HP-UX 11.31", "HP-UX 11i v3 Base Operating Environment (BOE) E-Media", "HP-UX 11i v3 Data Center Operating Environment (DC-OE) E-Media", and "HP-UX 11i v3 I/O Cards". On the right side of the page, there is a sidebar titled "Manage your profile" with a link to "lauracallan@hp.com". Further down the sidebar are links for "Your Subscriptions", "General Preferences", "Personal Information", "Update Email Address", "Create/Change Password", and "Sign-out". At the bottom of the page, there are links for "Home", "About HP", "Resources", "Support & Drivers", "HP Labs", "Jobs", "Investor Relations", "Recalls & Replacements", "Ad Choices", "Privacy Statement", "Terms of Use", and "© 2012 Hewlett-Packard Development".



# HP Software Update Alerts

## A sample email Alert

Access software updates by clicking on the link to the *Software Updates and Licensing* portal.

In the portal, enter your SAID and select your updates.

The screenshot shows the HP Support ALERTS portal interface. At the top, there are tabs for 'Edit my Profile', 'Critical' (selected), 'Recommended', 'Routine', and 'Priority Definitions'. Below this, a sidebar on the left lists 'HP Support' links: Business Support Center, HP Software, Support Forums, Solutions, Products & Services, How to Buy, and Contact HP. A 'Promotions' section features an image of a printer and text about getting print-shop quality color and saving \$125 on a Color LaserJet CP2025dn. A 'YOUR FEEDBACK' box encourages users to tell how to improve communication. The main content area displays two software update alerts:

- Critical Security Bulletin** (Jun 28 2011)  
HPSBMU02686 SSRT100541.rev.2 - HP OpenView Storage Data Protector, Remote Execution of Arbitrary Code (c0287218)  
Products: HP Data Protector V6.1x Software, HP Data Protector V6.0 Software, HP Data Protector V6.2 Software  
Description: Potential security vulnerabilities have been identified with HP OpenView Storage Data Protector. These vulnerabilities could be remotely exploited to execute arbitrary code. (more...)
- Routine Software Update** (Jun 30 2011)  
Business Continuity Mgr 6.6.0-00  
Products: HP StorageWorks XP for Business Continuity Manager Software, HP P9000 for Business Continuity Manager Software, Hitachi Business Continuity Manager Software  
Description: A new software update is now available.  
Business Continuity Mgr 6.6.0-00  
If you have an active support agreement, please go to [Software Updates and Licensing](#) to access the latest software updates.  
If you do not have an active support agreement for any of the products noted in this notification, please go to <https://esca3.europe.hp.com> for instructions on how to update your support agreement or contact your local sales representative.



# HP Passport

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# HP Passport

## Overview

- HP Passport is a single sign-in service that offers you one user ID and password to access all HP Passport-enabled Web sites.
- Simply click “Register” on any HP Passport-enabled web site to sign up.
- HP Passport is secure. Your profile information is protected by industry-standard encryption technology and follows strict HP privacy policies.

The screenshot shows the 'Passport New User Registration' page. At the top, there's a navigation bar with links for 'Shop for Products & Services', 'Explore & Create', 'SUPPORT & DRIVERS', and a search bar. Below the navigation, the title 'Passport New User Registration' is displayed. A descriptive text explains that HP Passport lets users sign in to all HP Passport-enabled Web sites using one user ID and password. Required fields are marked with a red asterisk (\*). The 'Sign-in Information' section contains three input fields: 'User ID', 'Password', and 'Confirm password'. To the right of these fields is a note: 'The user ID is the name that we use to identify you within HP Passport-enabled web sites. Your password can contain alphanumeric and special characters, excluding \*!@#. It cannot be the same as your user ID.' Below this is a 'Forgot Password Information' section with a note about verifying identity through security questions. At the bottom, there's a 'Security question' dropdown menu.



# HP Support Center

## Linking SAIDs and Locating Your Support Account Reference Number



# HP Support Center

## Link your Service Agreement IDs (SAIDs)

- Log into HP Support Center with your [HP Passport](#) user ID and password.  
<http://www.hp.com/go/hpsc>
- Click the *My Support* tab, select *My contracts & warranties* to open the drop-down menu, and select *Link support agreements*.
- Enter the 12-digit Service Agreement ID and select the ownership type (Single or Multiple).  
*Note: If other users are linked to a support agreement with a multiple ownership type and you select a Single ownership type, the other users will lose their access to that support agreement.*

### Link support agreements

Link one or more support agreements to your HP Support Center user ID to gain access to entitled features including Support Case Manager, Software Updates and Licensing, Diagnostic passwords, Patch management, and entitled knowledge.

- Note: Submitting updates may take several minutes.
- By identifying a support agreement, it will be linked (permanently associated) with your user ID, so you will not have to link it again. To view all entitlements linked to your user ID, go to [View linked contracts & warranties](#)

When you link a support agreement you can choose whether you want to retain single control or allow other HP Support Center users to also link to it. If you are the single owner you can share it to groups of other users.

#### Enter linking information

To link support agreements, enter the HP Service Agreement ID (SAID) numbers. Select ownership types. Click Submit.

#### Link an entitlement:

Single owner You have complete control and can set up shares.	Select ownership type: Single >	You can share You can share the entitlement with any other registered user.
<b>Multiple</b> Anyone can link and all are equal owners.	Select ownership type: Multiple >	<b>Others can link</b> All are equal owners.

\* = Required field

HP Service Agreement ID (SAID)*:	Ownership type: <a href="#">? I</a>
1. <input type="text"/>	+ Single
2. <input type="text"/>	+ Single
3. <input type="text"/>	+ Single
4. <input type="text"/>	+ Single
5. <input type="text"/>	+ Single
6. <input type="text"/>	+ Single
7. <input type="text"/>	+ Single
8. <input type="text"/>	+ Single
9. <input type="text"/>	+ Single
10. <input type="text"/>	+ Single

[Add more support agreements](#)

[CANCEL](#) [SUBMIT](#)



# HP Support Center

## SAID and Product Lookup

- To view and retrieve updates in the Software Updates and Licensing portal, you will be asked to specify an SAID. Click the *View my contracts and warranties* link on the right side of the Support Center home page
  - If you know the product number you can easily locate the SAID(s) this product resides on by entering it and clicking *Search by*.
  - To view all products covered by a support agreement, click *GO* in the Actions column, or click the SAID number.

The screenshot shows the 'Contracts and warranties' section of the HP Support Center. At the top, there are filters for 'Show as:' (Active), 'Ownership type' (All), and a search bar for 'Search by' containing 'BA927AAE'. Below this, a table lists six contracts, each with columns for 'Support Account Reference (SAR)', 'Service Agreement ID (SAID)', 'Support status', 'Expiration date', 'Ownership type', and 'Actions'. The first row shows SAR 'TSSWSD0885', SAID '108840008842', Active status, Jun 22, 2016 expiration, Multiple ownership, and a 'View details' button. Three blue arrows point from the left towards this table.

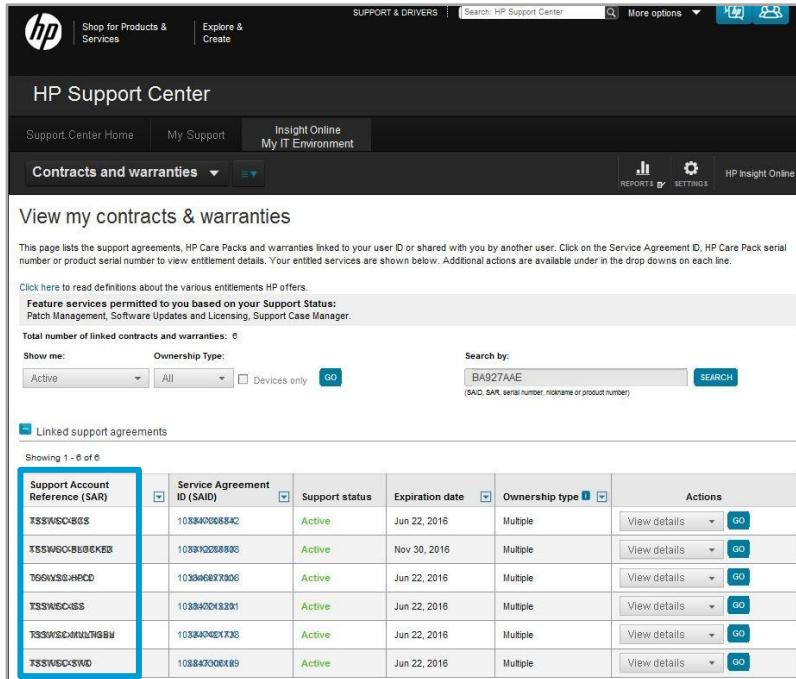
Support Account Reference (SAR)	Service Agreement ID (SAID)	Support status	Expiration date	Ownership type	Actions
TSSWSD0885	108840008842	Active	Jun 22, 2016	Multiple	<a href="#">View details</a> <a href="#">GO</a>
TSSWSD0886KEED	1088400088800	Active	Nov 30, 2016	Multiple	<a href="#">View details</a> <a href="#">GO</a>
TSSWSD088HRC0D	1088400087006	Active	Jun 22, 2016	Multiple	<a href="#">View details</a> <a href="#">GO</a>
TSSWSD0885	1088400088201	Active	Jun 22, 2016	Multiple	<a href="#">View details</a> <a href="#">GO</a>
TSSWSD0886KGRBU	1088400087306	Active	Jun 22, 2016	Multiple	<a href="#">View details</a> <a href="#">GO</a>
TSSWSD0885WD	1088400088809	Active	Jun 22, 2016	Multiple	<a href="#">View details</a> <a href="#">GO</a>



# HP Support Center

## Locating your Support Account Reference Number

- In addition to an SAID, the Support Account Reference number (SAR) for the SAID is also required when using any SAID for the first time in the Software Updates and Licensing portal.
- The SAR for each SAID is located in the first column on the *View my contracts and warranties* page. 



The screenshot shows the 'Contracts and warranties' section of the HP Support Center. At the top, there are tabs for 'Support Center Home', 'My Support', 'Insight Online', and 'My IT Environment'. Below that is a search bar with the placeholder 'Search: HP Support Center' and a 'GO' button. To the right of the search bar are 'More options' and user profile icons. The main content area is titled 'View my contracts & warranties'. It displays a table with 6 rows of data, each representing a linked contract or warranty. The columns are: 'Support Account Reference (SAR)' (with values like TS5WSD0B05, TS5WSD0B06KED, TS5WSD0AH0D, TS5WSD0C05, TS5WSD0M0TGBU, and TS5WSD0SWD), 'Service Agreement ID (SAID)' (with values like 108840068842, 1088190088800, 1088468877006, 108840248201, 108840481X738, and 10884006889), 'Support status' (all listed as 'Active'), 'Expiration date' (all listed as 'Jun 22, 2016'), 'Ownership type' (all listed as 'Multiple'), and 'Actions' (each row has a 'View details' button and a 'GO' button). A blue box highlights the 'Support Account Reference (SAR)' column, and a blue arrow points from the list item above to this column.

Support Account Reference (SAR)	Service Agreement ID (SAID)	Support status	Expiration date	Ownership type	Actions
TS5WSD0B05	108840068842	Active	Jun 22, 2016	Multiple	<a href="#">View details</a> <a href="#">GO</a>
TS5WSD0B06KED	1088190088800	Active	Nov 30, 2016	Multiple	<a href="#">View details</a> <a href="#">GO</a>
TS5WSD0AH0D	1088468877006	Active	Jun 22, 2016	Multiple	<a href="#">View details</a> <a href="#">GO</a>
TS5WSD0C05	108840248201	Active	Jun 22, 2016	Multiple	<a href="#">View details</a> <a href="#">GO</a>
TS5WSD0M0TGBU	108840481X738	Active	Jun 22, 2016	Multiple	<a href="#">View details</a> <a href="#">GO</a>
TS5WSD0SWD	10884006889	Active	Jun 22, 2016	Multiple	<a href="#">View details</a> <a href="#">GO</a>



# Software Updates and Licensing



# Software Updates and Licensing

## Welcome Page

- Log in to the Software Updates and Licensing portal with your [HP Passport](#) user ID and password.

<http://www.hp.com/go/hpsoftwareupdatesupport>

- The dropdown box displays SAIDs [linked to your profile in HP Support Center](#).
- If you have not yet linked any SAIDs to your profile, you can also enter the number.

The screenshot shows the 'Software updates and licensing' page of the HP website. The top navigation bar includes links for 'HP Home', 'Products & Services', 'Support & Drivers', 'Solutions', 'How to Buy', 'Contact HP', and a search bar. The main content area features a large image of a modern building with glass walls and greenery. Below the image, the text reads: 'Access software, documentation and license updates for products on your HP software support agreement.' A sidebar on the left contains links for 'Software updates and licensing', 'Frequently asked questions', 'About the new HP Download Manager', 'Support Services', 'HP Support Center', 'HP Networking (3Com/ProCurve) Support', and a 'Sign up: get product update alerts' button with a woman's face. The main body of the page includes a dropdown menu for selecting a SAID, a note about required SAIDs, a terms and conditions checkbox, and buttons for 'View available products' and 'View previously selected products'. At the bottom, there are links for 'Printable version', 'Privacy statement', 'Using this site means you accept its terms', and copyright information for 2012 Hewlett-Packard Development Company, L.P.



# Software Updates and Licensing

## Additional Access Check

- The first time you access an SAID, you'll need to provide the AMP ID (Support Agreement ID) or Support Account Reference (SAR) for that SAID.
- You can look up the SAR in HP Support Center.
- The AMP ID (Support Agreement ID) and SAR are also in your support agreement.

» HP Home | » Products & Services | » Support & Drivers | » Solutions | » How to Buy

» Contact HP Search:  »



### Software updates and licensing - additional access check

To access this SAID you will need to provide some additional information - either the AMP ID or the Support Account Reference that can both be found on your Support Agreement.

This check is only required the first time you access this SAID with your HP Passport sign-in. Click [here](#) for more information.

If you are unable to find the AMP ID or Support Account Reference, please contact [support](#) for assistance.

SAID:

AMP ID:

OR

Support Account Reference (SAR):

[Cancel >](#) [Submit >](#)

  
» Sign up: get product update alerts

 [Printable version](#)



# Software Updates and Licensing

## Product List for an SAID

- You are presented with a list of categories or product centers.
- To view the list of products, click  to expand a category /product center or click *Expand all* to see all products.
- You can search by product name, number, or version. You can also specify a release date range to search by release date.



Software updates and licensing - product list

Selected Support Agreement ID

SAID:	1234567890
Support Account Reference:	9876543210987654321
Expiration date:	June 22 2016
Number of products:	141

To create an initial selection of downloads for this SAID or add to an existing selection: Select from the list of your entitled products those items you would like to download. The products are grouped by category.

Once you have completed your selection, click on "Get software updates" to access your software, licenses and documentation.

If you want to view the existing selection for this SAID, just click on "Get software updates".

If you want to select a different SAID, please click [here](#).

Show a single category / product center [Show All](#) 

Search for products in all categories / product centers:

Enter single or multiple search details      Release date range

All Dates  

(Note: the product name, product number and version will be searched)

  
» Sign up: get product update alerts

Application Software  
 HP OpenVMS Operating System  
 High Performance Cluster Software  
 Operating Systems  
 Storage Networking



# Software Updates and Licensing

## Product List for an SAID

- The list of products and available software, documentation, and license updates is based on your active support agreement.
- Select the products you wish to download and click *Get software updates* to see the updates available for your selected products.

Operating Systems				
	Product name	Product number	Version	Release date (mm-dd-yyyy)
<input type="checkbox"/>	HP Tru64 UNIX start up manual hardcopy	QA-6ADAC-GZ	v5.1B6	07/15/2011
<input type="checkbox"/>	Tru64 UNIX StrtUP Doc Kit	QA-6ADAC-GZ	v5.1B5	07/15/2011
<input type="checkbox"/>	HP SGeSAPI/LX x86 Media, 1Yr 24x7 & LTU	T8677AA	A.11.19	06/17/2011
<input type="checkbox"/>	HP SGLX Oracle x86 Media, 1yr 24x7 & LTU	T8676AA	A.11.19	06/17/2011
<input type="checkbox"/>	HP SGLX x86 Media,1Yr 24x7 & LTU	T8674AA	A.11.19	06/08/2011
<input type="checkbox"/>	HP SGeSAP on IPF Linux SW	T2392AA	A.11.19	06/17/2011
<input type="checkbox"/>	HP Serviceguard for Linux for Integrity	T2391AA	A.11.19	06/08/2011
<input type="checkbox"/>	Serviceguard for Linux Oracle Database	T2376A	A.11.19	06/23/2011
<input type="checkbox"/>	HP Internet Express UNIX Alpha 1 sys lic	QM-3NC9A-AA	v6.10	07/15/2011
<input type="checkbox"/>	Internet Express UNIX Alpha CD-ROM Pkg.	QB-3NCAA-SA	v6.10	07/15/2011
<input type="checkbox"/>	HP-UX 11i v3 DC-OE Media	BA931AA	1203.11iv3	04/04/2012
<input type="checkbox"/>	HP-UX 11i v3 HA-OE Media	BA930AA	1203.11iv3	04/04/2012
<input type="checkbox"/>	HP-UX 11i v3 VSE-OE Media	BA929AA	1203.11iv3	04/04/2012
<input type="checkbox"/>	HP-UX 11i v3 BOE Media	BA927AA	1203.11iv3	04/04/2012
<input type="checkbox"/>	HP-UX 11i v3 DC-OE Media	BA931AA	1109.11iv3	12/05/2011
<input type="checkbox"/>	HP-UX 11i v3 HA-OE Media	BA930AA	1109.11iv3	12/05/2011
<input type="checkbox"/>	HP-UX 11i v3 VSE-OE Media	BA929AA	1109.11iv3	12/21/2011
<input type="checkbox"/>	HP-UX 11i v3 BOE Media	BA927AA	1109.11iv3	12/21/2011
<input type="checkbox"/>	DCOE w/SG CFS for RAC HP-UX v3 LTU	T8697EBE	1103.11iv3	12/12/2011



# Software Updates and Licensing

## Selected Products

- The products you selected are displayed along with links to specific updates – software, documentation and licenses.
- Click *Get Software, Get Documentation, or Get License* for the product you'd like to download.

» HP Home | » Products & Services | » Support & Drivers | » Solutions | » How to Buy | [» Contact HP](#) Search:  

**Software updates and licensing - downloads**

**Selected Products** [Get Software](#) [Get Licensing](#) [Get Documentation](#)

Below are the selected products for SAID 103847428288. If you want to add items to this selection, click [here](#).  
If you want to select a different SAID, click [here](#).

SAID: 103847428288  
Expiration date: June 22 2012

Item #	Product name	Product #	Version	Qty	Deliverables	Date selected (mm-dd-yyyy)
1	Business Continuity Manager	T5253A	6.6.0-00	1	<a href="#">Get Software</a>	05-03-2012
2	Enterprise Operating Environment	B8482AA	0806.11iv2	3	<a href="#">Get Software</a>	05-03-2012
3	HP ExDS9100 Performance Block	AN542A	1.0.2	1	<a href="#">Get Software</a> <a href="#">Get Documentation</a>	05-03-2012
4	HP HPC Linux Value Pack 1 Proc Flex Lic	TC293B	3.0	1	<a href="#">Get Software</a> <a href="#">Get License</a>	05-03-2012
5	HP MPI Media Kit	TC288A	8.1	1	<a href="#">Get Software</a>	05-03-2012
6	HP Serviceguard for Linux for Integrity	T2391AA	A.11.19	1	<a href="#">Get Software</a> <a href="#">Get Documentation</a>	05-03-2012
7	Insight Control Environment for BladeSys	436753-B23	6.10	1	<a href="#">Get Software</a>	05-03-2012



# Software Updates and Licensing

## Get Software

- When you click the *Get Software* link for a specific product, all of the products you selected will be listed in *1. Product name*.
- Click on the product you wish to download.
- All download files for that product will be listed under *2. Downloads*.

The screenshot shows the HP Software updates and licensing - downloads interface. At the top, there's a navigation bar with tabs: Selected Products (which is active), Get Software, Get Licensing, and Get Documentation. Below the navigation bar, there's a sidebar with links like 'Software updates and licensing' (which is active), 'View download cart SAID 10XXXXXX (0 items)', 'Frequently asked questions', 'About the new HP Download Manager', 'Support Services', 'HP Support Center', 'HP Networking (3Com/ProCurve) Support', and a sign-up button for 'get product update alerts'. The main content area has three sections: 1. Product name, 2. Downloads, and 3. Selected media product information. Section 1 lists various software products. Section 2 shows download files for the selected product. Section 3 provides detailed media product information for the selected item.

Software updates and licensing - downloads

Selected Products    Get Software    Get Licensing    Get Documentation

Please follow these steps to get your electronic download:

- Either select the product from the product name list or use the search function.
- Choose a single file you want to download from the electronic downloads list.
- Go down to the selected media product information section and either click the download button to download now or click "add to download cart" to download later.

Search product:

1. Product name

- 1. Business Continuity Manager
- 2. Enterprise Operating Environment
- 3. HP ExDS9100 Performance Block
- 4. HP HPC Linux Value Pack 1 Proc Flex Lic
- 5. HP MPI Media Kit
- 6. HP Serviceguard for Linux for Integrity
- 7. Insight Control Environment for BladeSys
- 8. HP HPC Linux Value Pack 1 Proc Flex Lic
- 9. HP ICE Nm Flex 24x7 Support

2. Downloads

- BCM 6.6.0-00 CD ISO 1 of 2 (T5253-1002.iso)
- BCM 6.6.0-00 CD ISO 2 of 2 (T5253-1002.iso)

3. Selected media product information

Item #:   
Product #:   
Product name:   
Version:   
Software specification:   
Special instructions:   
Download filename:   
File size:   
MD5 checksum:



# Software Updates and Licensing

## Get Software - downloading

- Highlight a file to download. You can only select one file at a time.

The screenshot shows a software download interface. At the top, there are four tabs: Selected Products (selected), Get Software, Get Licensing, and Get Documentation. Below the tabs, a message says: "Please follow these steps to get your electronic download:  
1. Either select the product from the product name list or use the search function.  
2. Choose a single file you want to download from the electronic downloads list.  
3. Go down to the selected media product information section and either click the download button to download now or click "add to download cart" to download later." On the left, there's a sidebar with links like "Software updates and licensing", "View download cart", "SAID 10XXXXXX", "Items: 0", "FAQ", "About the new HP Download Manager", "Support Services", "HP Support Center", "HP Networking (3Com/ProCurve)", and "Support". In the center, there's a search bar for products and another for downloads. A list of products is shown, with "Business Continuity Manager" selected. To the right, a list of downloads is shown, with "BCM 6.6.0-00 CD ISO 1 of 2 (T5253-10021.iso)" highlighted. A "Search downloads:" input field and a "Clear" button are also present.

- Select *Download directly* or *Use HP Download Manager* to start the download,
- or select *add to the download cart* to download the file at your convenience.

This screenshot shows the "Selected media product information" page. It displays details for the selected product: Item #: 1, Product #: T5253A, Product name: Business Continuity Manager, Version: 6.6.0-00, Software specification: BCM 6.6.0-00 CD ISO 1 of 2 (T5253-10021.iso), Special instructions: None, and Download filename: BCM\_6.6.0\_00\_CD\_ISO\_1\_of\_2\_T5253\_10021.iso. Below this, there are two buttons: "Download Directly" and "Use HP Download Manager". The "Download Directly" button has a "Clear" link next to it. At the bottom, it shows File size: 7.05 MB and MD5 checksum: d977938459503b7bc53ade5aac7b587.



# Software Updates and Licensing

## Get Licensing

- If a license update is required for a software update it will be offered in *Get Licensing*.
- A license update can consist of a new entitlement certificate and/or a new license key. Links to *Get Entitlement Certificate* and *Get License* will be displayed as appropriate.
- To redeem your license, highlight the product name and click *Get License*.
- To view the entitlement certificate, highlight the product name and click *Get Entitlement Certificate*. The certificate can be printed or saved.

The screenshot shows the HP Software updates and licensing - downloads interface. At the top right, there is a navigation bar with four buttons: Selected Products, Get Software, Get Licensing (which is highlighted in green), and Get Documentation. Below the navigation bar, a message states: "This page will only contain links to software licenses for products that have been set up for licensing in this site and have been selected for the SAID." A search bar is provided with the placeholder "Search product:" and a "Clear >" button. The main content area is divided into two sections: "1. Product name" and "2. Selected product license information". In the "1. Product name" section, a list box contains "1 : HP DP Express 6.0 for 1 Server LTU", which is highlighted with a blue selection bar. In the "2. Selected product license information" section, detailed product information is listed:

Item #:	1
Product #:	TC330B
Product name:	HP DP Express 6.0 for 1 Server LTU
Version:	6.0
Special instructions:	
Qty:	2
License #:	<a href="#">Get License 110010220</a>
<a href="#">Get Entitlement Certificate</a>	

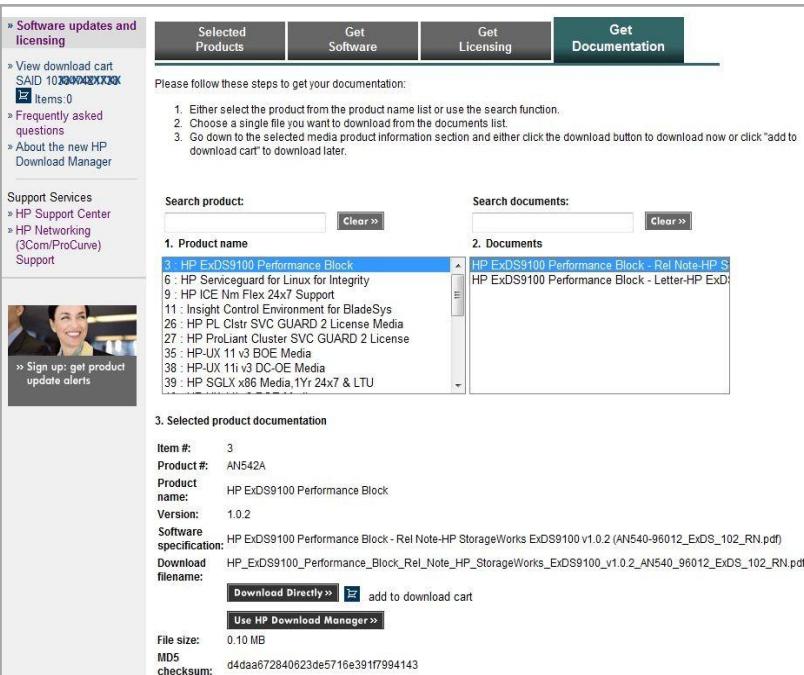


# Software Updates and Licensing

## Get Documentation

Documentation updates for the selected products will be offered in *Get Documentation*.

- Highlight a file to download. You can only select one file at a time.
- Select *Download directly* or select  *add to the download cart* to download the file at your convenience.



The screenshot shows a software interface for managing product documentation. At the top, there's a navigation bar with tabs: 'Selected Products' (selected), 'Get Software', 'Get Licensing', and 'Get Documentation' (highlighted in green). Below the navigation bar, a message says: 'Please follow these steps to get your documentation:'. Step 1: 'Either select the product from the product name list or use the search function.' Step 2: 'Choose a single file you want to download from the documents list.' Step 3: 'Go down to the selected media product information section and either click the download button to download now or click "add to download cart" to download later.' On the left, there's a sidebar with links: 'Software updates and licensing', 'View download cart SAID 10XXXXXX' (with 'Items: 0'), 'FAQ', 'About the new HP Download Manager', 'Support Services', 'HP Support Center', 'HP Networking (3Com/ProCurve) Support', and a 'Sign up: get product update alerts' button with a woman's photo. The main area has two search boxes: 'Search product:' and 'Search documents:'. Under '1. Product name', a dropdown menu lists various product names, with 'HP ExDS9100 Performance Block' currently selected. Under '2. Documents', a list shows 'HP ExDS9100 Performance Block - Rel Note-HP S' and 'HP ExDS9100 Performance Block - Letter-HP ExD'. Under '3. Selected product documentation', detailed product information is shown: Item #: 3, Product #: AN542A, Product name: HP ExDS9100 Performance Block, Version: 1.0.2, Software specification: 'HP ExDS9100 Performance Block - Rel Note-HP StorageWorks ExDS9100 v1.0.2 (AN540-96012\_ExDS\_102\_RN.pdf)', Download filename: 'HP\_ExDS9100\_Performance\_Block\_Rel\_Note\_HP\_StorageWorks\_ExDS9100\_v1.0.2\_AN540\_96012\_ExDS\_102\_RN.pdf', and download options: 'Download Directly' (with a download icon) and 'add to download cart' (with a cart icon). Other details include File size: 0.10 MB and MD5 checksum: d4daa672840623de5716e391f7994143.



# Software Updates and Licensing

## Download Cart

- The download cart contains all files that you added earlier. Select the file(s) you'd like to download and click *Download Directly* to start the download.
- To assist with downloading large files you can choose to use the Download Manager. Simply select the files and click *Download selected items using Download Manager*.

View download cart

The contents of your download cart are shown below. Either use the browser to download files by clicking on "Download Directly" or use the Download Manager where you can select multiple files to download.

[Return to Get Software](#) [Return to Documentation](#)

[Download selected Items using Download Manager >>](#) [Empty Cart >>](#)

	Item#	Electronic download	Size	Use browser to download	Remove
<input type="checkbox"/>	1	HP_ExDS9100_Performance_Block_HP_StorageWorks_ExDS9100_v1.0.2_Uptd_Kit_AN541_10502.tar.gz	533.77 MB	<a href="#">Download Directly &gt;&gt;</a>	
<input type="checkbox"/>	2	DVD_HP-UX_11i_11iv2_EOE_Core_1_5013-8363.dvdimage	3.90 GB	<a href="#">Download Directly &gt;&gt;</a>	
<input type="checkbox"/>	3	DVD_HP-UX_11i_11iv2_EOE_Core_2_5013-8364.dvdimage	3.24 GB	<a href="#">Download Directly &gt;&gt;</a>	
<input type="checkbox"/>	4	DVD_HP_HPC_Linux_Value_Pack_Software_TC294_11004.iso	2.12 GB	<a href="#">Download Directly &gt;&gt;</a>	
<input type="checkbox"/>	5	HP_MPI_Software_v8.1_TC288_10000.iso	77.61 MB	<a href="#">Download Directly &gt;&gt;</a>	
<input type="checkbox"/>	6	BCM_6.6.0_00_CD_ISO_1_of_2_T5253_10021.iso	7.85 MB	<a href="#">Download Directly &gt;&gt;</a>	

[Download selected Items using Download Manager >>](#)

[Return to Get Software](#) [Return to Documentation](#)



# Software Updates and Licensing

## Need Assistance?

- First check the *Frequently asked questions* page to see if the answer you are looking for is provided.
- If you need further assistance click *Contact HP*.

The screenshot shows the 'Software updates and licensing' section of the HP website. At the top left is the 'Contact HP' button, which is highlighted with a blue arrow. Below it is the HP logo. The main heading 'Software updates and licensing' is followed by a large image of a modern building with many windows. To the left, a sidebar menu includes links to 'Software updates and licensing', 'Frequently asked questions' (which is also highlighted with a blue arrow), 'About the new HP Download Manager', 'Support Services', 'HP Support Center', 'HP Networking (3Com/ProCurve) Support', and a 'Sign up: get product update alerts' button featuring a woman's face. The main content area contains text about accessing software, documentation, and license updates, and lists software support contracts (SAID's) linked to the user's profile. It includes instructions for modifying SAID's via the HP Support Center and a note for new users to directly enter their SAID. A dropdown menu for selecting a SAID is shown.



# Software Updates and Licensing

## Contact HP

- The Contact HP page offers several options to get assistance.
- If you need further assistance with the Software Updates and Licensing portal, click *Email inquiries and questions*.



Software updates and licensing - contact HP

**Contact Support Services**

- » Email inquiries and questions
- » HP Networking (3Com/ProCurve) Support

**Self-Help**

- » Frequently asked questions

**More HP contact information**

Information about calling or emailing throughout HP, HP partner and office locations and online resources.

- » Contact HP United States
- » Contact HP - Worldwide

# Software Updates and Licensing

## Email inquiries and questions

- Please enter your SAID and select the subject of your inquiry.
- Providing as much detail as you can will help the customer support team find the answer to your inquiry.

Software updates and licensing - contact us

If you have not done so already, see if the [Self-Help](#) section contains the answer to your question. If not, submit your question on this page.

1. Please supply the following information so we may respond to you. (Fields marked with "\*" are required)

SAID

Inquiry Subject\*

Describe the issue (please provide full details)\*

2. Contact information:

Name\*

E-mail\*

Confirm your email\*

Phone

Region\*



# Thank you

