HP Product Software Updates

How to Get Started

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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

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Obtaining Your Product Software Updates

HP Software Update Alerts	• A web-based subscription service • Receive personalized driver and support notifications for any product of interest (no support contract required) • http://www.hp.com/go/swupdatealerts
HP Passport	• A secure single sign-in service. Use one user ID and password to sign-in to all HP Passport-enabled Web sites
HP Support Center	• Your support portal with one-stop access to the information, tools & experts needed to keep your technology running, as well as a comprehensive set of support alternatives • Linking your Service Agreement IDs (SAIDs) here will ensure you gain access to entitled features • http://www.hp.com/go/hpsc
Software Updates and Licensing	• 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 • http://www.hp.com/go/hpsoftwareupdatesupport

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HP Software Update Alerts

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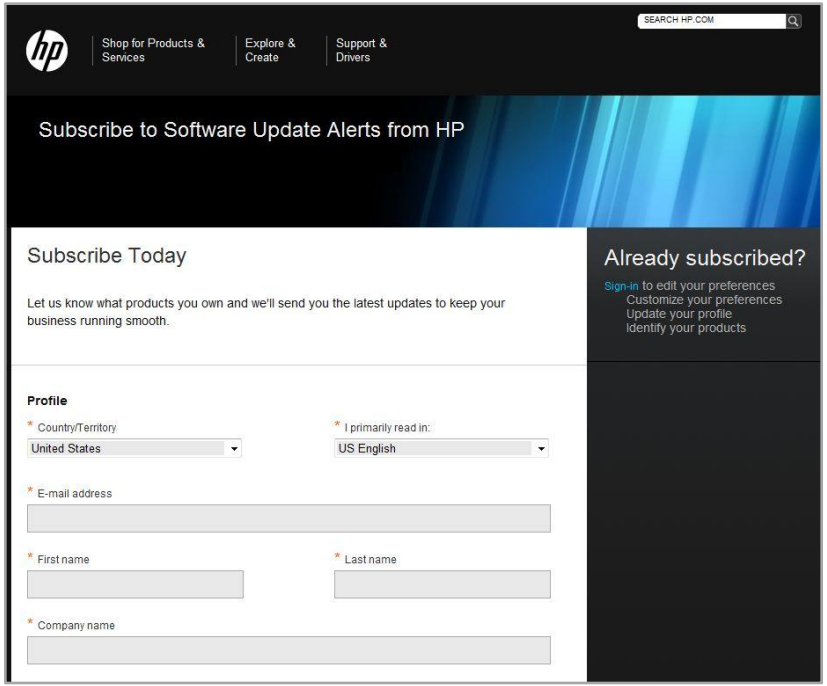
HP Software Update Alerts

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



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HP Software Update Alerts

Product Selection and Preferences

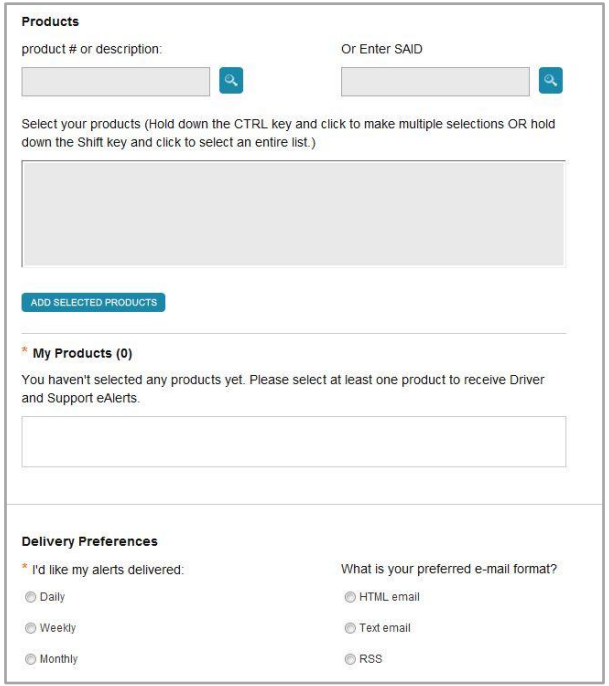
There are two ways to select products:

- 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.



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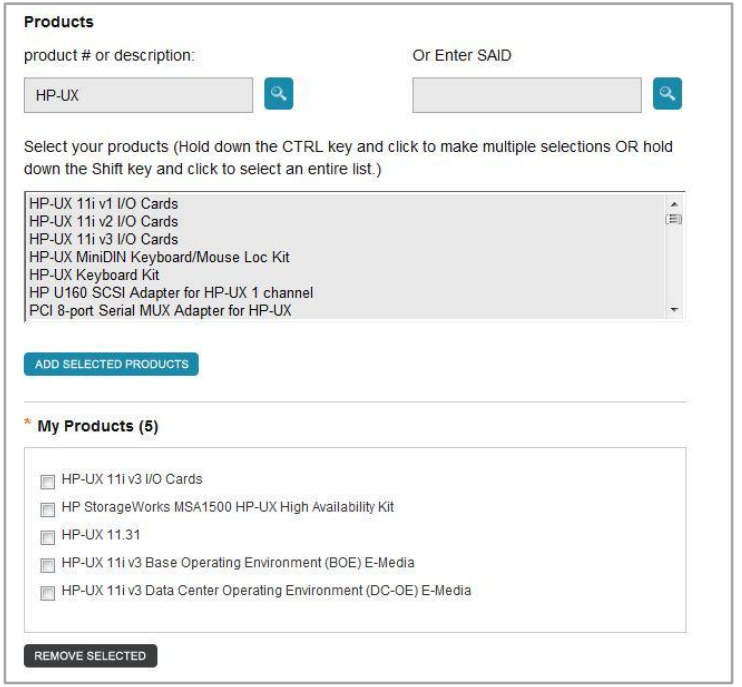
HP Software Update Alerts

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.*



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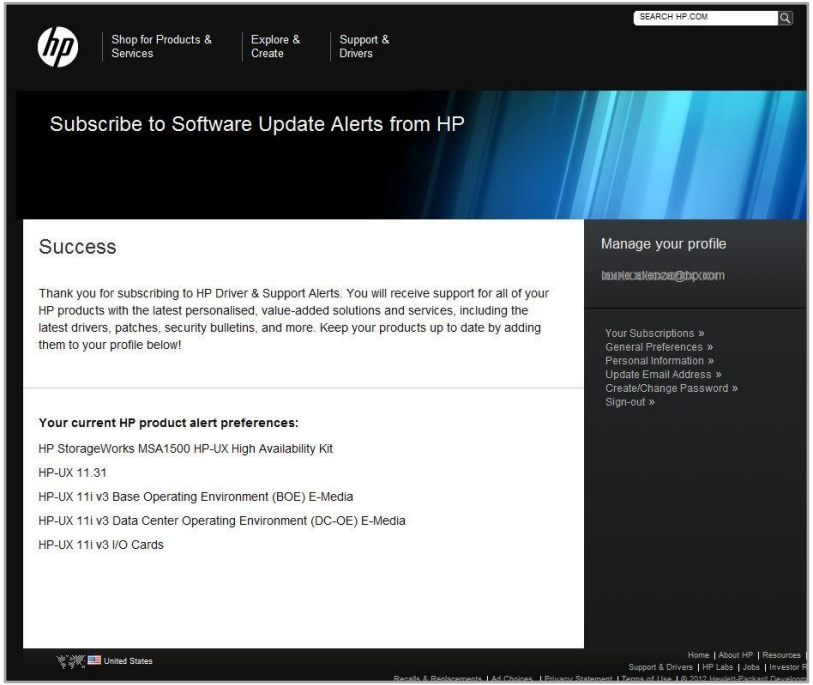
HP Software Update Alerts

Subscription Confirmation

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

You can edit your profile at any time.



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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.

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HP Passport

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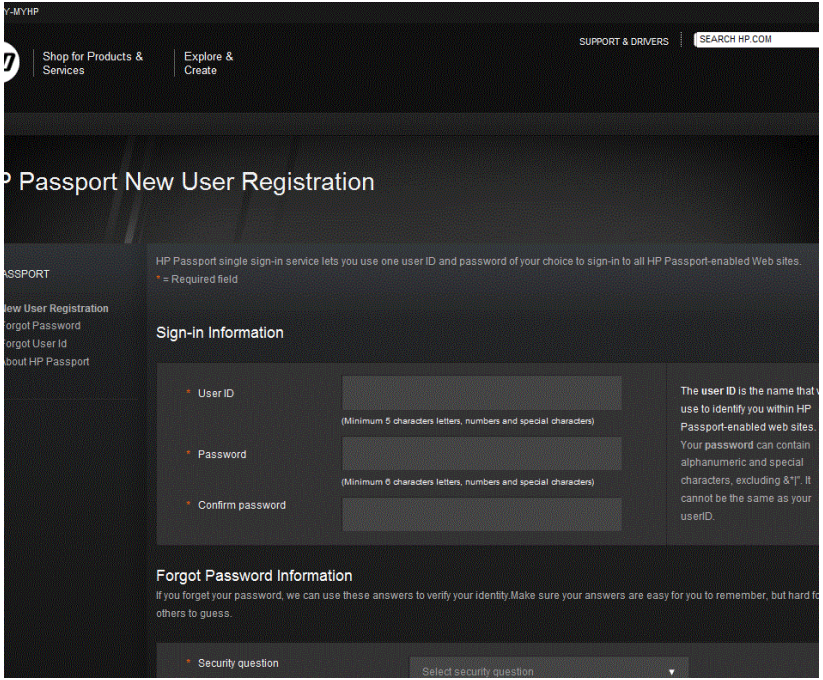
HP Passport

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.



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HP Support Center

Linking SAIDs and Locating Your Support Account Reference Number

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HP Support Center

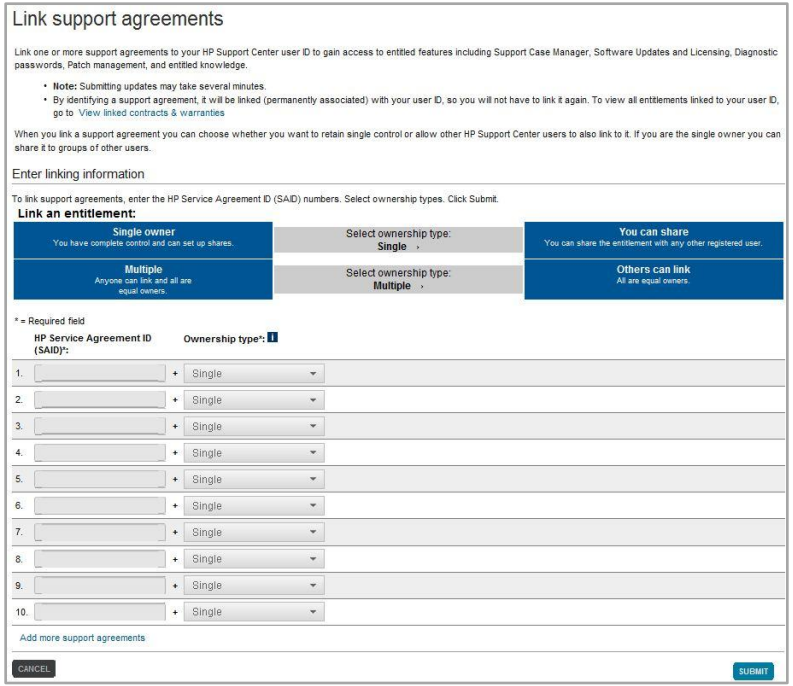
Link your Service Agreement IDs (SAIDs)

- 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.



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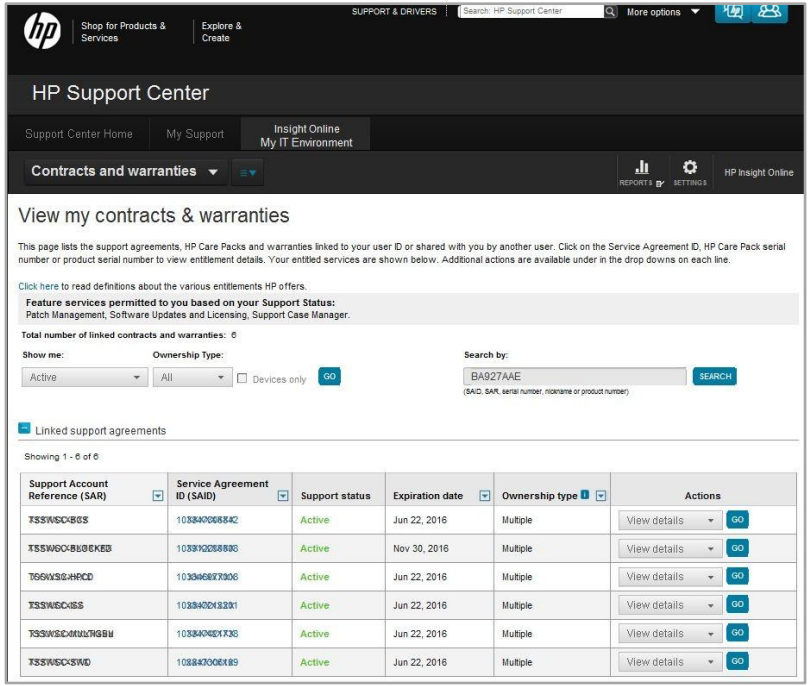
HP Support Center

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.



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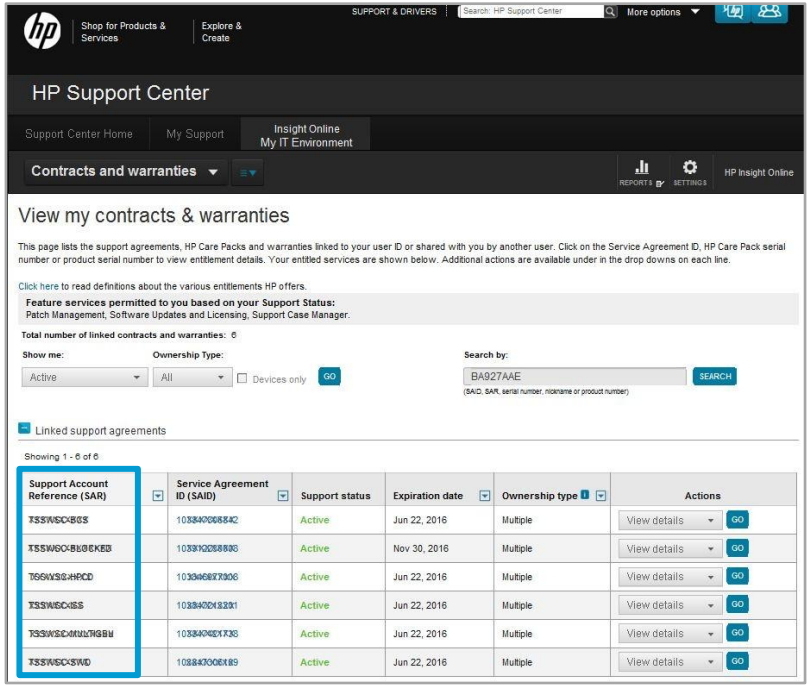
HP Support Center

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.



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Software Updates and Licensing

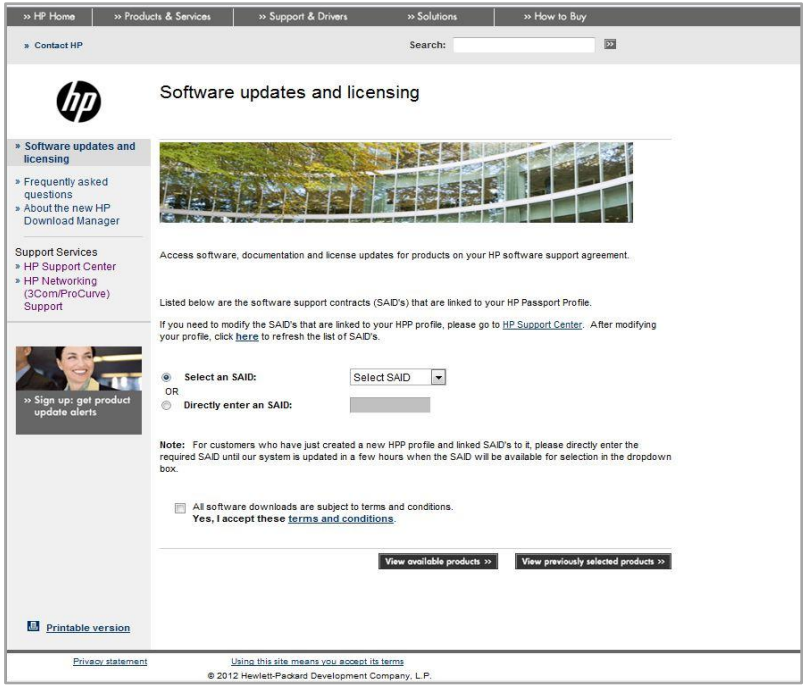
Welcome Page

- 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.



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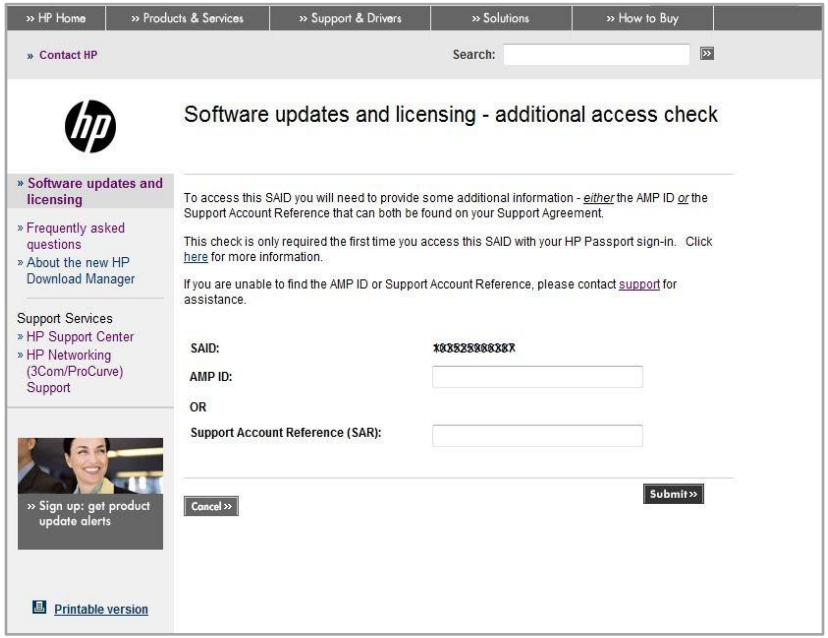
Additional Access Check

- 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.



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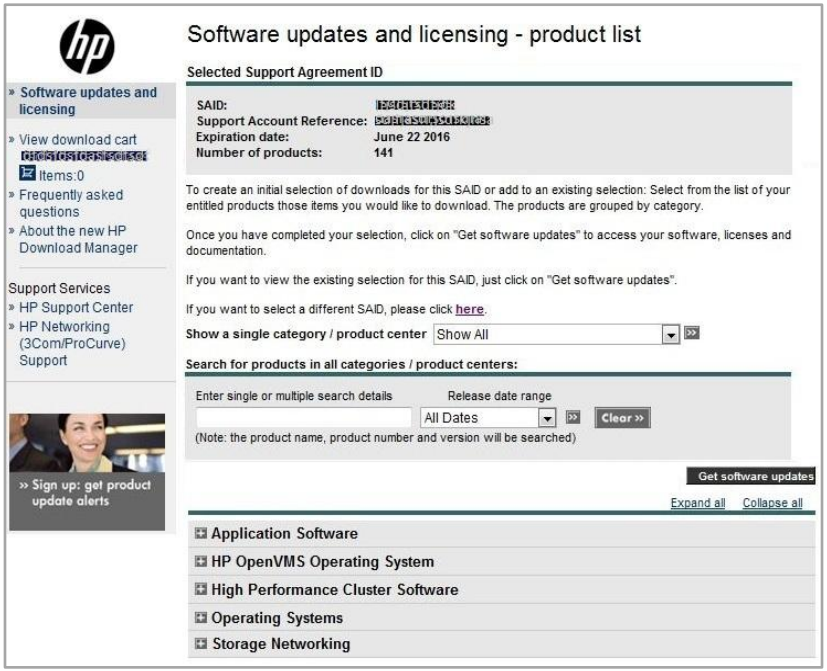
Product List for an SAID

- 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.



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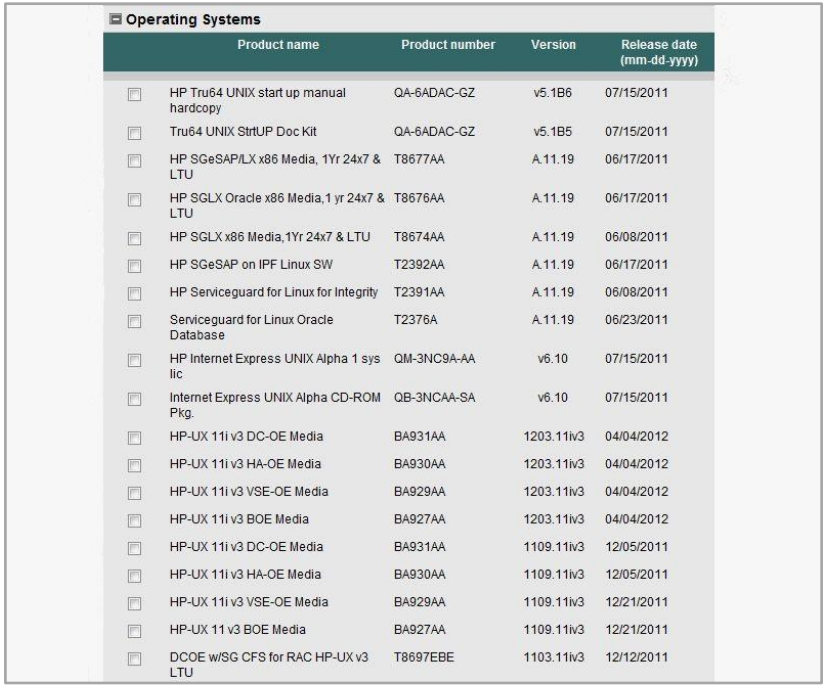
Software Updates and Licensing

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

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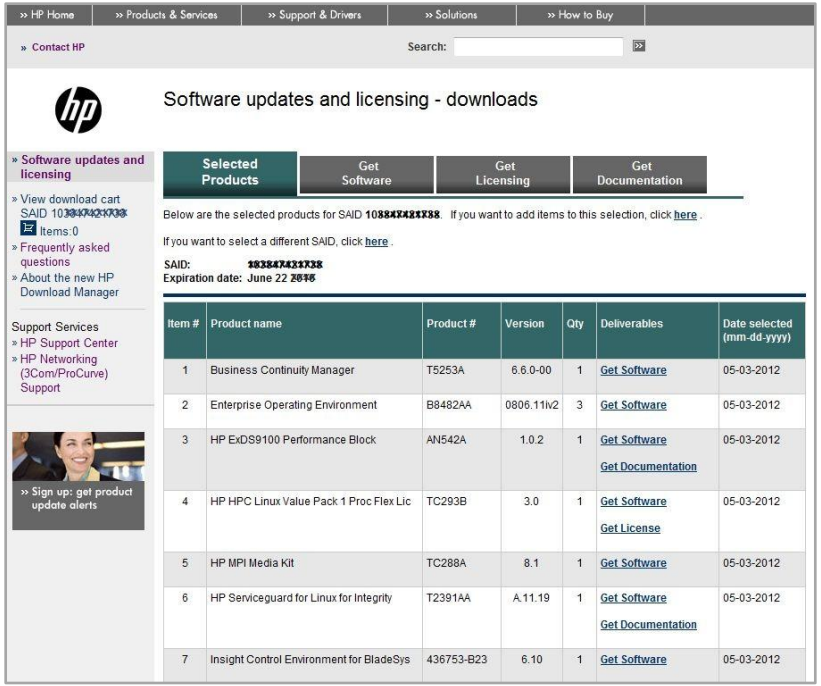
Software Updates and Licensing

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.



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

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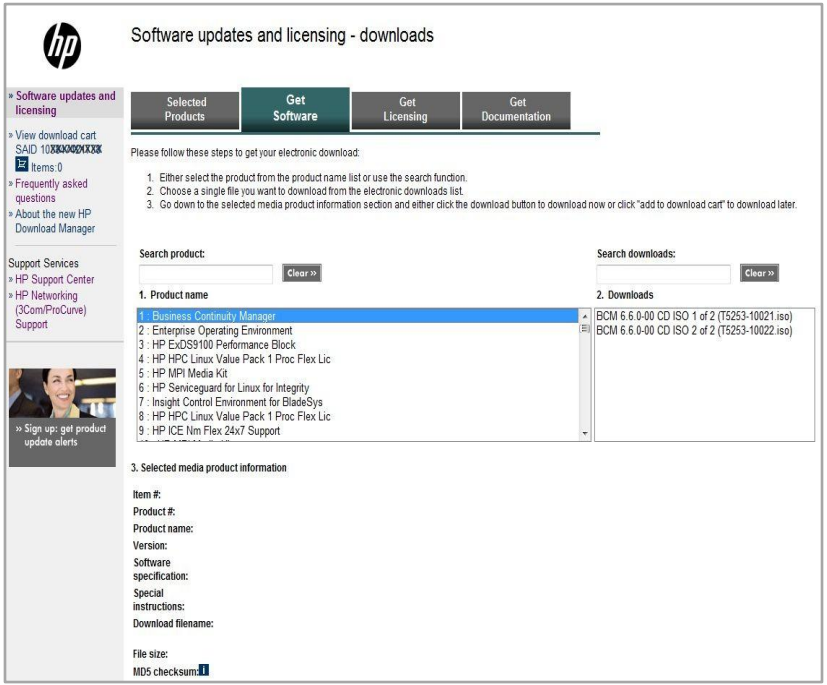
Software Updates and Licensing

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.*



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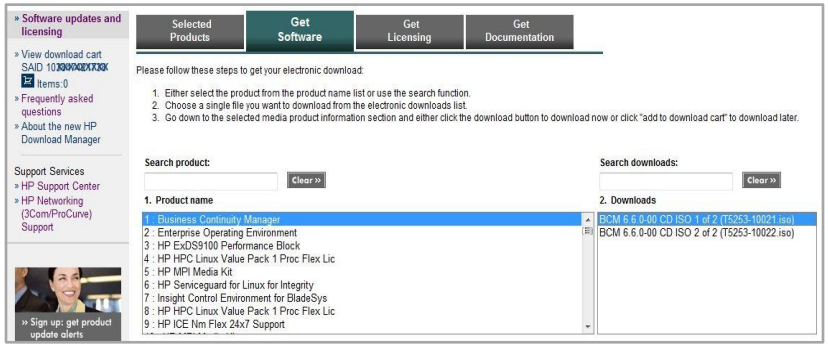
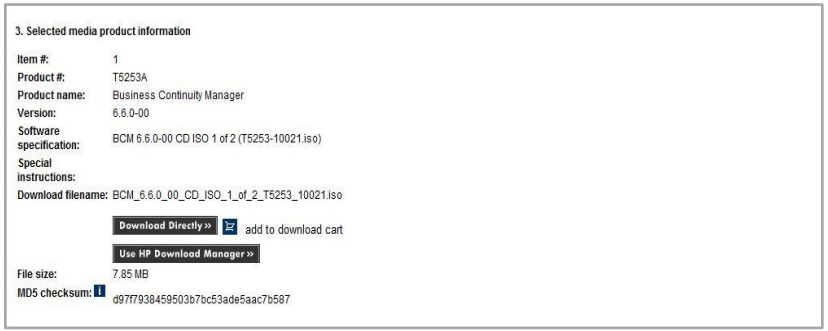
Software Updates and Licensing

Get Software - downloading

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



- 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.



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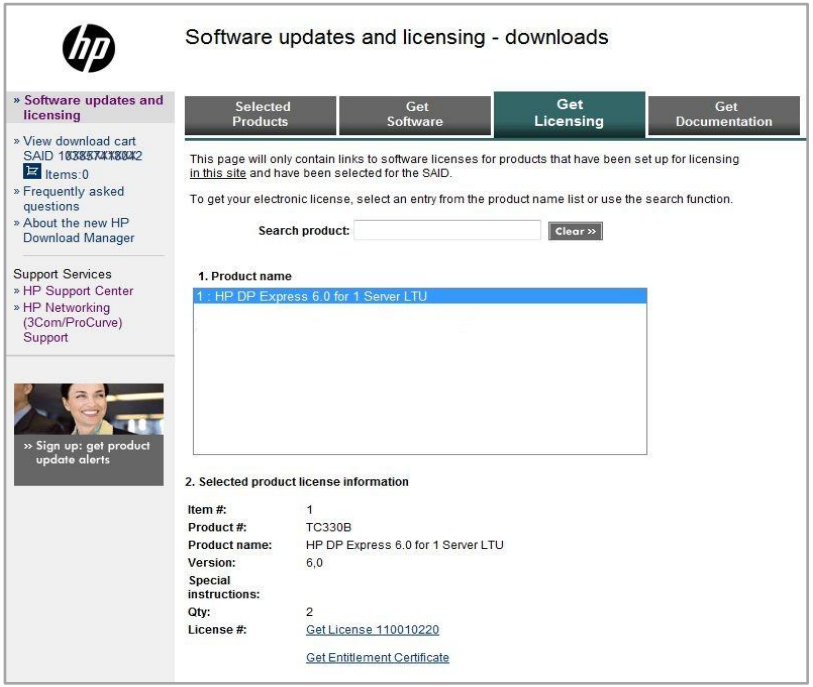
Software Updates and Licensing

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.



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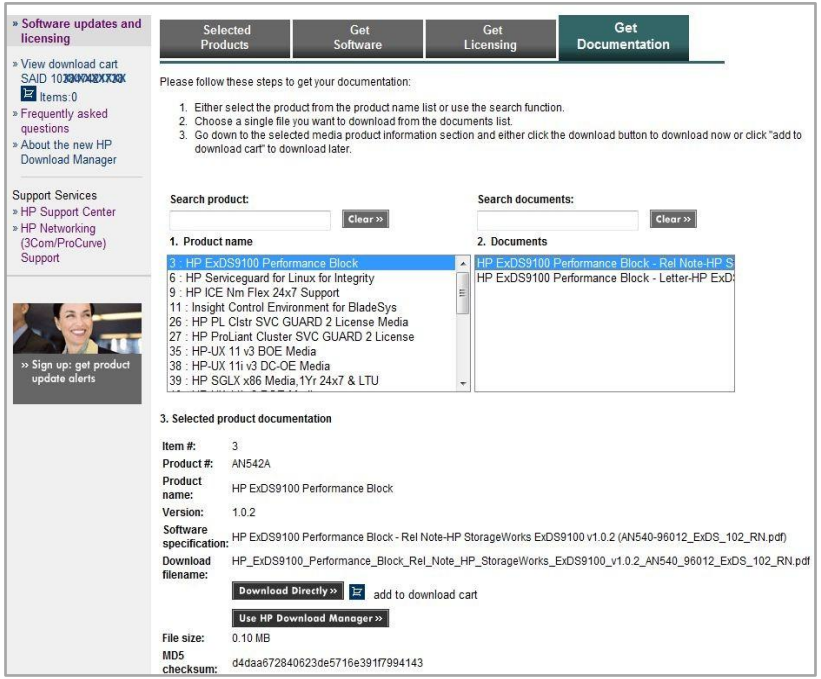
Software Updates and Licensing

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.



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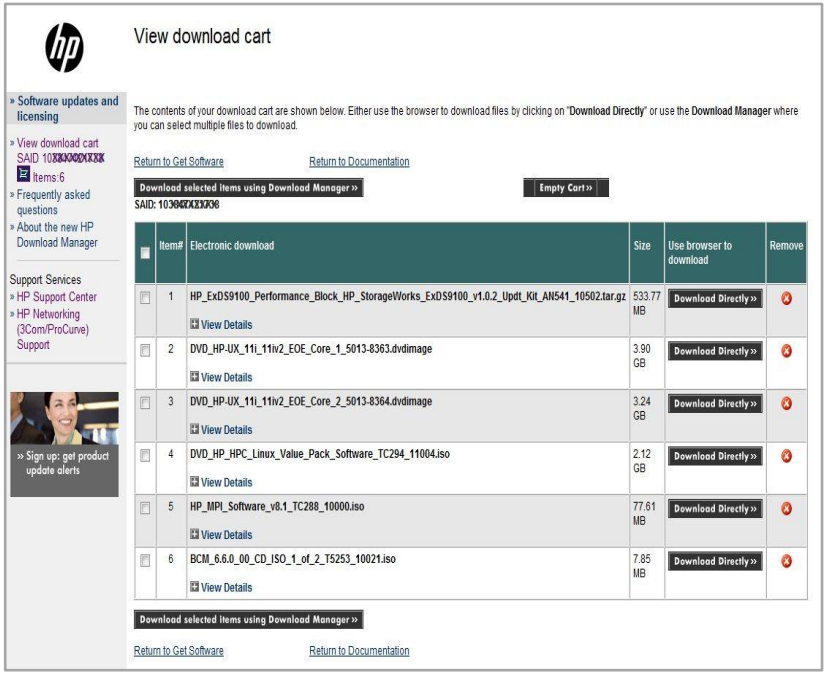
Download Cart

- 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.*



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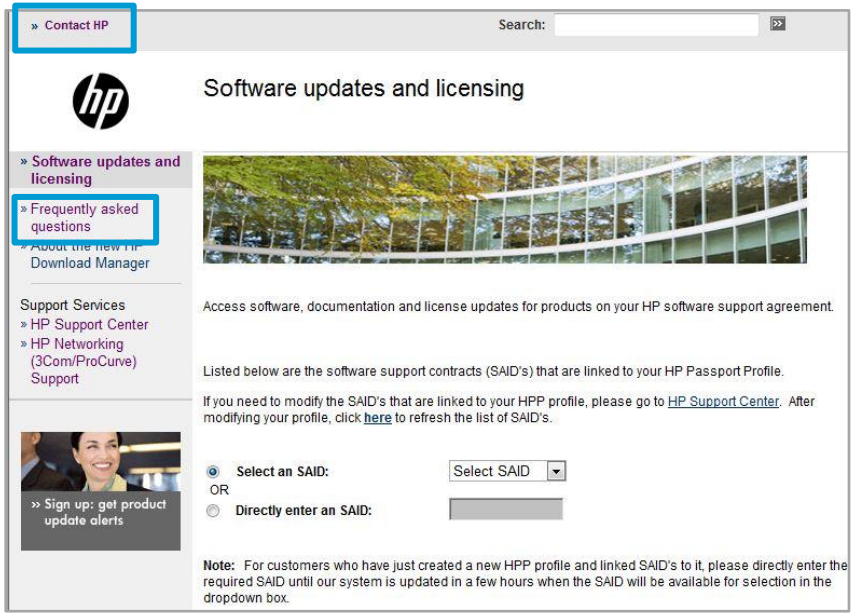
Need Assistance?

- 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.*



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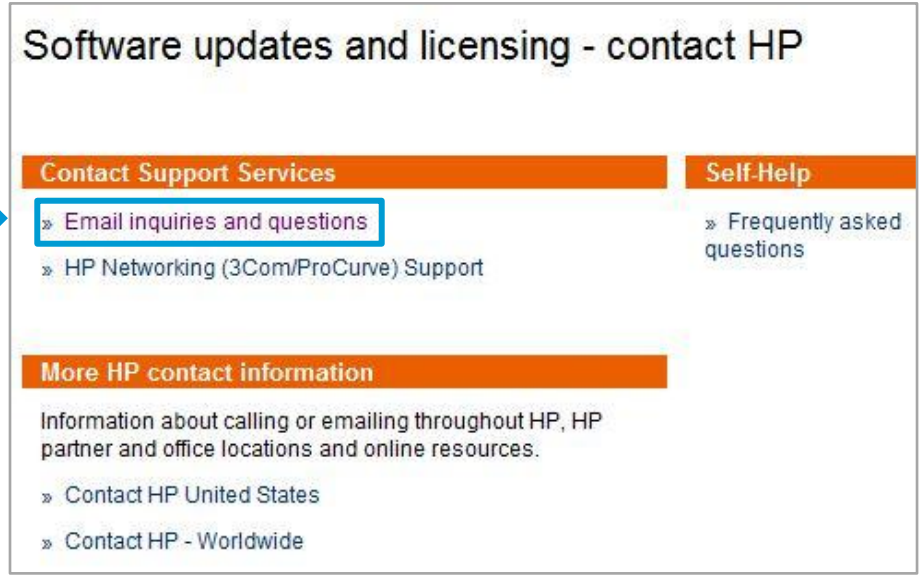
Contact HP

- 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.*



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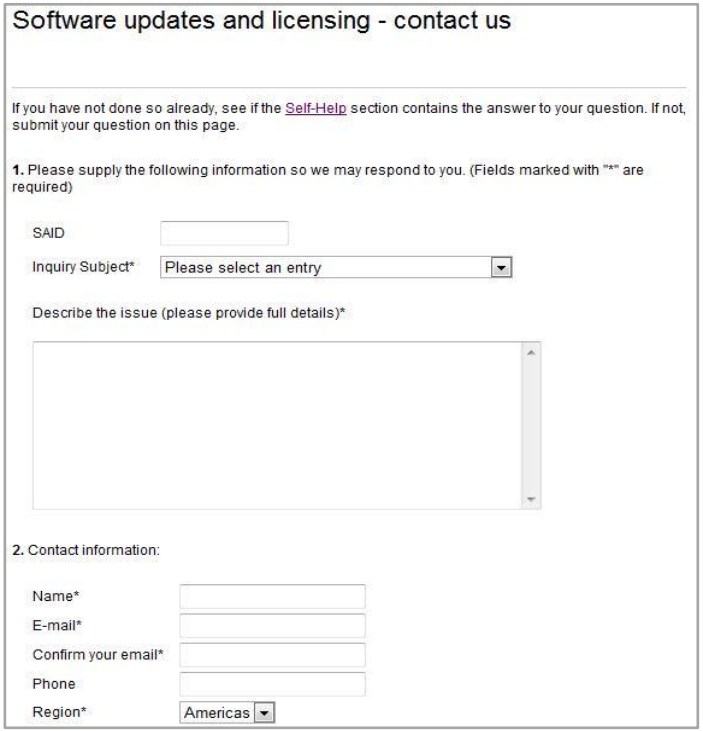
Email inquiries and questions

- 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.



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Thank you

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