



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

HP Software Update Alerts	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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



HP Software Update Alerts

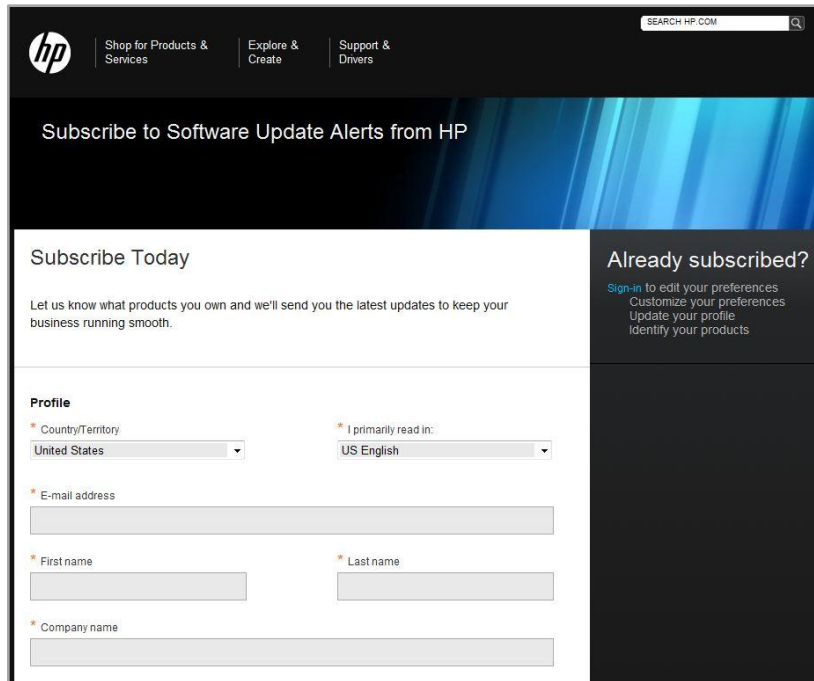


HP Software Update Alerts

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 subscription page for software update alerts. The top navigation bar includes the HP logo, links for 'Shop for Products & Services', 'Explore & Create', and 'Support & Drivers', and a search bar. The main heading is 'Subscribe to Software Update Alerts from HP'. Below this, the page is split into two columns. The left column, titled 'Subscribe Today', contains a brief description and a 'Profile' section with form fields for Country/Territory (set to 'United States'), Primary language (set to 'US English'), E-mail address, First name, Last name, and Company name. The right column, titled 'Already subscribed?', lists options to 'Sign-in to edit your preferences', 'Customize your preferences', 'Update your profile', and 'Identify your products'.

hp Shop for Products & Services Explore & Create Support & Drivers SEARCH HP.COM

Subscribe to Software Update Alerts from HP

Subscribe Today

Let us know what products you own and we'll send you the latest updates to keep your business running smooth.

Profile

* Country/Territory: United States

* I primarily read in: US English

* E-mail address: [text input]

* First name: [text input]

* Last name: [text input]

* Company name: [text input]

Already subscribed?

[Sign-in to edit your preferences](#)
Customize your preferences
Update your profile
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

☐ Weekly

☐ Monthly

What is your preferred e-mail format?

☐ HTML email

☐ Text email

☐ 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

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

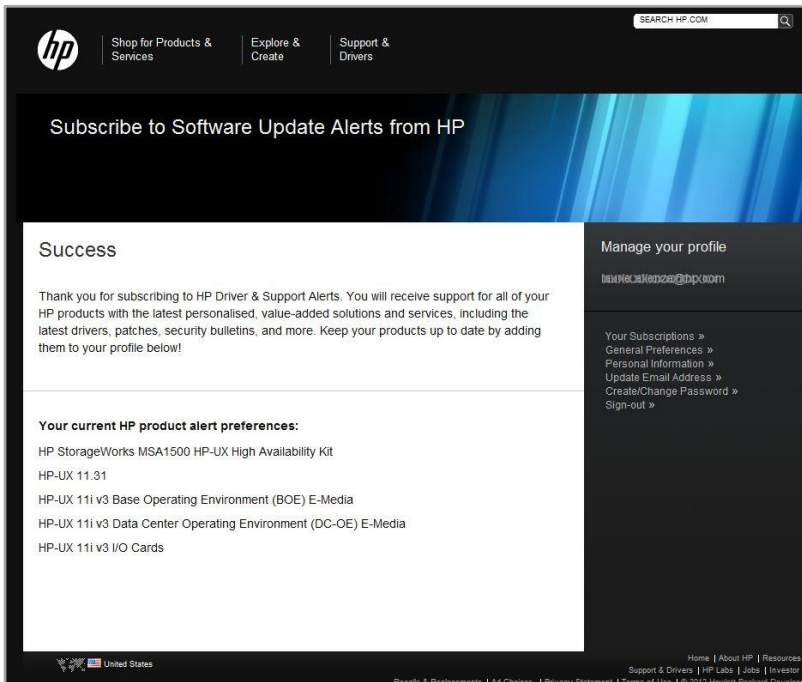


HP Software Update Alerts

Subscription Confirmation

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

You can edit your profile at any time.

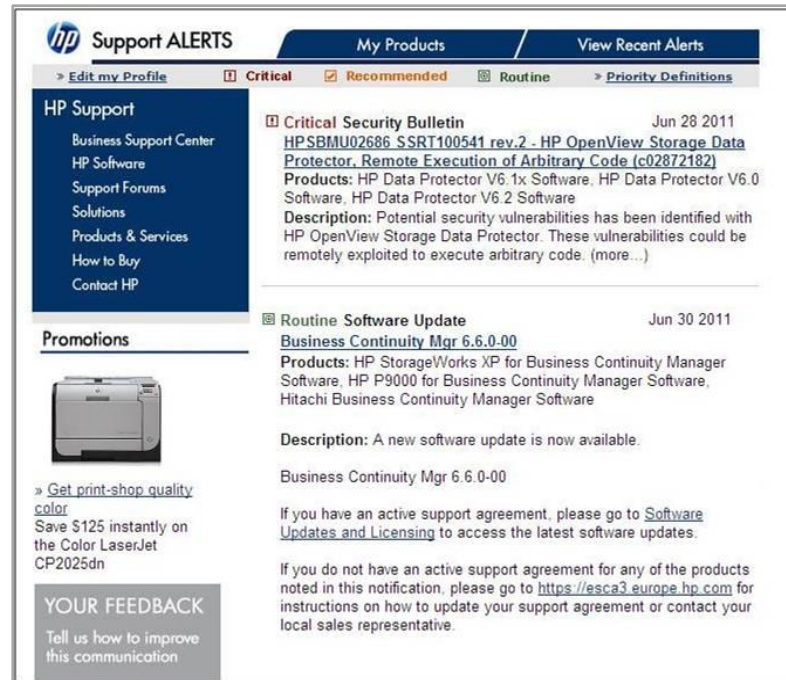


HP Software Update Alerts

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 displays the HP Support ALERTS email interface. At the top, there's a navigation bar with the HP logo, 'Support ALERTS', and links for 'My Products' and 'View Recent Alerts'. Below this is a filter bar with 'Edit my Profile', 'Critical', 'Recommended' (selected), 'Routine', and 'Priority Definitions'. The main content area is divided into two columns. The left column contains a 'HP Support' sidebar with links to Business Support Center, HP Software, Support Forums, Solutions, Products & Services, How to Buy, and Contact HP. Below this is a 'Promotions' section featuring an image of a Color LaserJet printer and a link to 'Get print-shop quality color' with a \$125 instant savings offer on the Color LaserJet CP2025dn. The right column lists alerts. The first is a 'Critical Security Bulletin' dated Jun 28 2011, titled 'HP SBMU02686 SSRT100541 rev.2 - HP OpenView Storage Data Protector, Remote Execution of Arbitrary Code (c02872182)'. It lists products as HP Data Protector V6.1x Software, HP Data Protector V6.0 Software, and HP Data Protector V6.2 Software. The description mentions potential security vulnerabilities. The second alert is a 'Routine Software Update' dated Jun 30 2011, titled 'Business Continuity Mgr 6.6.0-00'. It lists products as HP StorageWorks XP for Business Continuity Manager Software, HP P9000 for Business Continuity Manager Software, and Hitachi Business Continuity Manager Software. The description states a new software update is available. At the bottom of the right column, there are instructions for users with and without active support agreements, directing them to the 'Software Updates and Licensing' portal or the HP website for more information.

HP Support

- Business Support Center
- HP Software
- Support Forums
- Solutions
- Products & Services
- How to Buy
- Contact HP

Promotions



» [Get print-shop quality color](#)
Save \$125 instantly on the Color LaserJet CP2025dn

YOUR FEEDBACK
Tell us how to improve this communication

Support ALERTS | [My Products](#) | [View Recent Alerts](#)

» [Edit my Profile](#) | **Critical** | **Recommended** | [Routine](#) | [Priority Definitions](#)

Critical Security Bulletin Jun 28 2011
[HP SBMU02686 SSRT100541 rev.2 - HP OpenView Storage Data Protector, Remote Execution of Arbitrary Code \(c02872182\)](#)
Products: HP Data Protector V6.1x Software, HP Data Protector V6.0 Software, HP Data Protector V6.2 Software
Description: Potential security vulnerabilities has 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



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 HP Passport New User Registration page. At the top, there is 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 bar, the main heading is 'HP Passport New User Registration'. A sub-header explains: 'HP Passport single sign-in service lets you use one user ID and password of your choice to sign-in to all HP Passport-enabled Web sites.' Below this, there is a 'Sign-in Information' section with three required fields: 'User ID' (minimum 5 characters), 'Password' (minimum 8 characters), and 'Confirm password'. To the right of these fields, a note states: 'The user ID is the name that you 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 userID.' Below the sign-in section is a 'Forgot Password Information' section with a note: 'If you forget your password, we can use these answers to verify your identity. Make sure your answers are easy for you to remember, but hard for others to guess.' At the bottom, there is a 'Security question' section with a dropdown menu labeled 'Select security question'.



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.
Multiple Anyone can link and all are equal owners	Select ownership type: Multiple	Others can link All are equal owners.

* = Required field

HP Service Agreement ID (SAID)*	Ownership type*
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

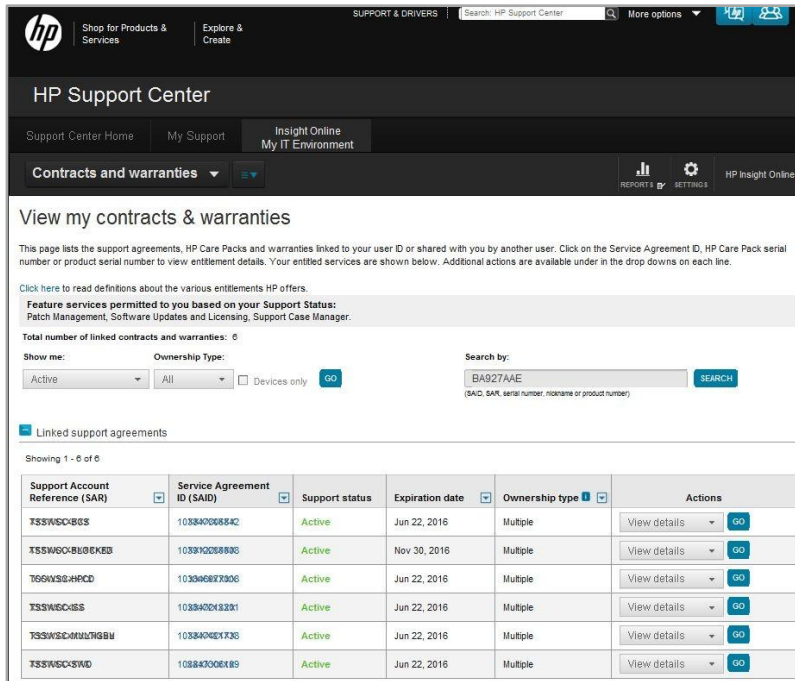
Add more support agreements



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.



HP Support Center

Support Center Home | My Support | Insight Online My IT Environment

Contracts and warranties

REPORTS | SETTINGS | HP Insight Online

View my contracts & warranties

This page lists the support agreements, HP Care Packs and warranties linked to your user ID or shared with you by another user. Click on the Service Agreement ID, HP Care Pack serial number or product serial number to view entitlement details. Your entitled services are shown below. Additional actions are available under in the drop downs on each line.

Click [here](#) to read definitions about the various entitlements HP offers.

Feature services permitted to you based on your Support Status:
Patch Management, Software Updates and Licensing, Support Case Manager.

Total number of linked contracts and warranties: 6

Show me: Ownership Type: ☐ Devices only

Search by:
(SAR, SAR, serial number, nickname or product number)

Linked support agreements


Showing 1 - 6 of 6

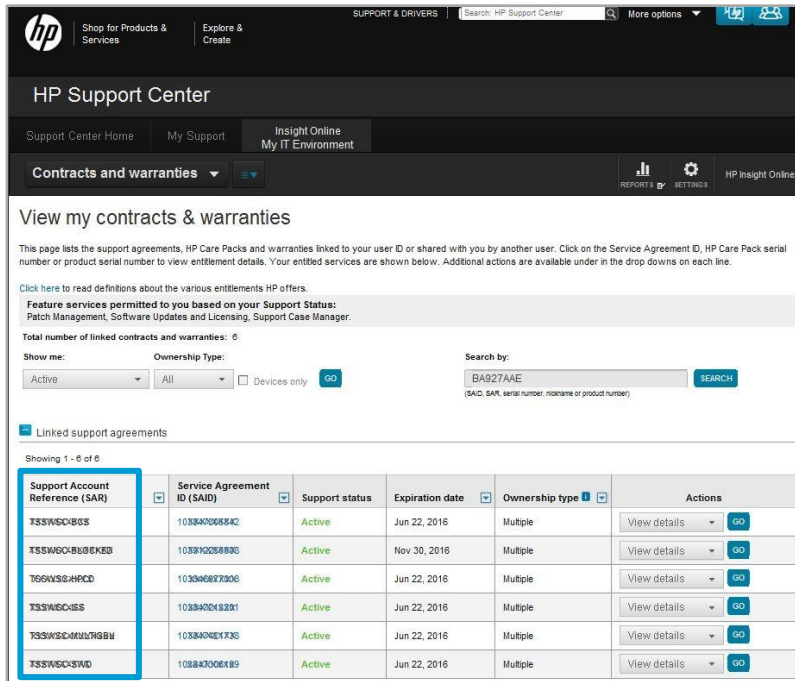
Support Account Reference (SAR)	Service Agreement ID (SAID)	Support status	Expiration date	Ownership type	Actions
TSSWCOBSS	10334006842	Active	Jun 22, 2016	Multiple	View details <input type="button" value="GO"/>
TSSWCOBSS	10334006842	Active	Nov 30, 2016	Multiple	View details <input type="button" value="GO"/>
TSSWCOBSS	10334006842	Active	Jun 22, 2016	Multiple	View details <input type="button" value="GO"/>
TSSWCOBSS	10334006842	Active	Jun 22, 2016	Multiple	View details <input type="button" value="GO"/>
TSSWCOBSS	10334006842	Active	Jun 22, 2016	Multiple	View details <input type="button" value="GO"/>
TSSWCOBSS	10334006842	Active	Jun 22, 2016	Multiple	View details <input type="button" value="GO"/>



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. 



HP Support Center

Support Center Home | My Support | Insight Online My IT Environment

Contracts and warranties

View my contracts & warranties

This page lists the support agreements, HP Care Packs and warranties linked to your user ID or shared with you by another user. Click on the Service Agreement ID, HP Care Pack serial number or product serial number to view entitlement details. Your entitled services are shown below. Additional actions are available under in the drop downs on each line.

Click here to read definitions about the various entitlements HP offers.

Feature services permitted to you based on your Support Status:
Patch Management, Software Updates and Licensing, Support Case Manager.

Total number of linked contracts and warranties: 6

Show me: Active Ownership Type: All ☐ Devices only GO

Search by: BA927AAE SEARCH
(SAID, SAR, serial number, nickname or product number)

Linked support agreements

Showing 1 - 6 of 6

Support Account Reference (SAR)	Service Agreement ID (SAID)	Support status	Expiration date	Ownership type	Actions
TSSWCO-BSS	10884006842	Active	Jun 22, 2016	Multiple	View details GO
TSSWCO-SUBEXED	103342058930	Active	Nov 30, 2016	Multiple	View details GO
TSSWCO-SHCD	103346877306	Active	Jun 22, 2016	Multiple	View details GO
TSSWCO-BSS	103340043301	Active	Jun 22, 2016	Multiple	View details GO
TSSWCO-MULTIWSW	103340042730	Active	Jun 22, 2016	Multiple	View details GO
TSSWCO-SND	108843006819	Active	Jun 22, 2016	Multiple	View details GO



Software Updates and Licensing



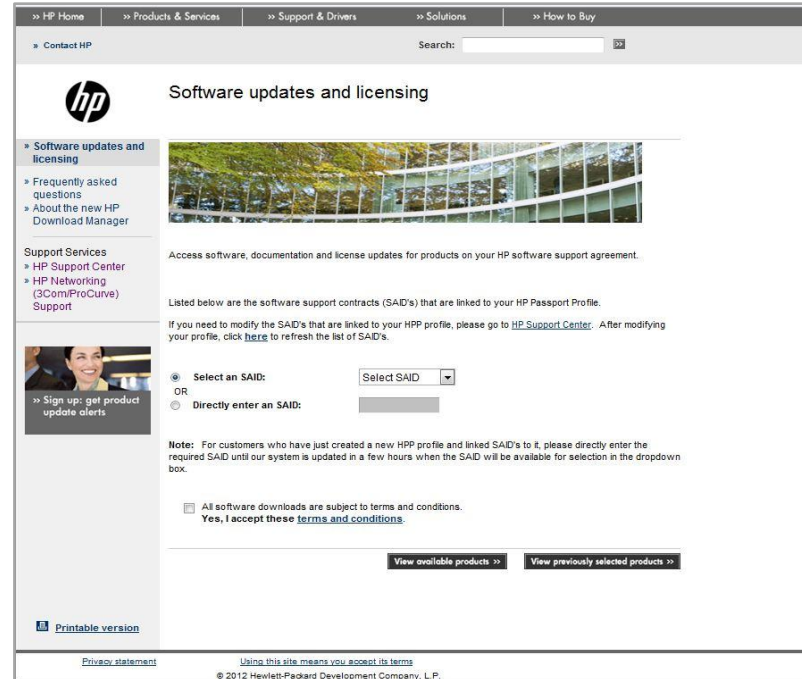
Software Updates and Licensing

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.



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

» Contact HP Search:

hp Software updates and licensing

» Software updates and licensing
» Frequently asked questions
» About the new HP Download Manager

Support Services
» HP Support Center
» HP Networking (3Com/ProCurve) Support

» Sign up: get product update alerts

Access software, documentation and license updates for products on your HP software support agreement.

Listed below are the software support contracts (SAID's) that are linked to your HP Passport Profile.

If you need to modify the SAID's that are linked to your HPP profile, please go to [HP Support Center](#). After modifying your profile, click [here](#) to refresh the list of SAID's.

☐ Select an SAID:

OR

☐ Directly enter an SAID:

Note: For customers who have just created a new HPP profile and linked SAID's to it, please directly enter the required SAID until our system is updated in a few hours when the SAID will be available for selection in the dropdown box.

☐ All software downloads are subject to terms and conditions.
Yes, I accept these [terms and conditions](#).

[View available products >>](#) [View previously selected products >>](#)


[Printable version](#)

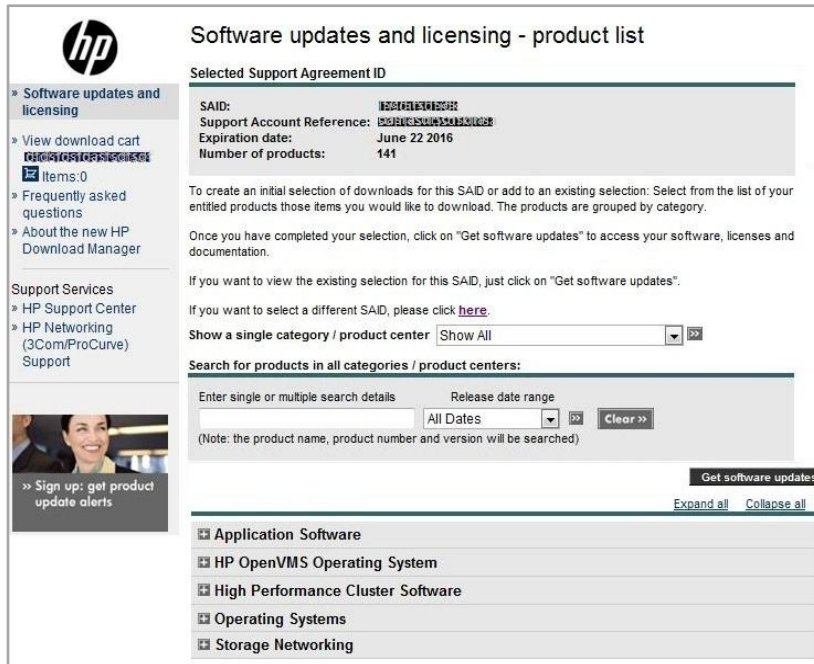
[Privacy statement](#) [Using this site means you accept its terms](#)
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Software Updates and Licensing

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.



The screenshot shows the HP Software updates and licensing interface. On the left is a navigation sidebar with links like 'Software updates and licensing', 'View download cart', 'Frequently asked questions', and 'Support Services'. The main content area is titled 'Software updates and licensing - product list' and displays details for a 'Selected Support Agreement ID'. It includes fields for SAID, Support Account Reference, Expiration date, and Number of products. Below this, there are instructions on how to create an initial selection or view existing selections. A search section allows users to enter search details and specify a release date range. At the bottom, a list of product categories is shown, including Application Software, HP OpenVMS Operating System, High Performance Cluster Software, Operating Systems, and Storage Networking. The interface also features buttons for 'Get software updates', 'Expand all', and 'Collapse all'.

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Software updates and licensing - product list

Selected Support Agreement ID


SAID: 8001414208
Support Account Reference: 00000000000000000000
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".

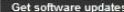
If you want to select a different SAID, please click [here](#).

Show a single category / product center 

Search for products in all categories / product centers:

Enter single or multiple search details Release date range  

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

 [Expand all](#) [Collapse all](#)

- 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.

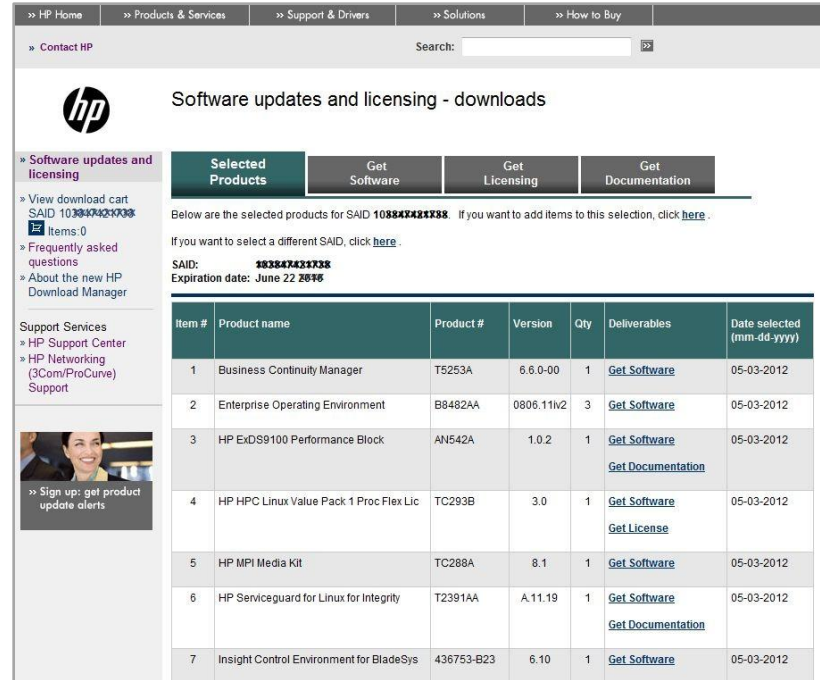
Operating Systems				
	Product name	Product number	Version	Release date (mm-dd-yyyy)
<input type="checkbox"/>	HP Tru64 UNIX start up manual hardcopy	QA-6ADAC-GZ	v5.1B6	07/15/2011
<input type="checkbox"/>	Tru64 UNIX StrtUP Doc Kit	QA-6ADAC-GZ	v5.1B5	07/15/2011
<input type="checkbox"/>	HP SGeSAP/LX x86 Media, 1Yr 24x7 & LTU	T8677AA	A.11.19	06/17/2011
<input type="checkbox"/>	HP SGLX Oracle x86 Media, 1 yr 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	1203.11w3	04/04/2012
<input type="checkbox"/>	HP-UX 11i v3 HA-OE Media	BA930AA	1203.11w3	04/04/2012
<input type="checkbox"/>	HP-UX 11i v3 VSE-OE Media	BA929AA	1203.11w3	04/04/2012
<input type="checkbox"/>	HP-UX 11i v3 BOE Media	BA927AA	1203.11w3	04/04/2012
<input type="checkbox"/>	HP-UX 11i v3 DC-OE Media	BA931AA	1109.11w3	12/05/2011
<input type="checkbox"/>	HP-UX 11i v3 HA-OE Media	BA930AA	1109.11w3	12/05/2011
<input type="checkbox"/>	HP-UX 11i v3 VSE-OE Media	BA929AA	1109.11w3	12/21/2011
<input type="checkbox"/>	HP-UX 11i v3 BOE Media	BA927AA	1109.11w3	12/21/2011
<input type="checkbox"/>	DCOE w/SG CFS for RAC HP-UX v3 LTU	T8697EBE	1103.11w3	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:

hp Software updates and licensing - downloads

» Software updates and licensing

» View download cart SAID 103347421238 Items: 0

» Frequently asked questions

» About the new HP Download Manager

Support Services

» HP Support Center

» HP Networking (3Com/ProCurve) Support

» Sign up: get product update alerts

Selected Products Get Software Get Licensing Get Documentation

Below are the selected products for SAID 103347421238. If you want to add items to this selection, click [here](#).

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

SAID: 103347421238

Expiration date: June 22 2016

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	0806.11v2	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



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 page. The page has a navigation bar with the HP logo and four tabs: Selected Products, Get Software (active), Get Licensing, and Get Documentation. Below the navigation bar, there are instructions on how to get an electronic download. A search product field is present with a 'Clear' button. The page is divided into three main sections: 1. Product name, 2. Downloads, and 3. Selected media product information. Section 1 lists various HP products, with 'Business Continuity Manager' selected. Section 2 shows the download files for the selected product, including 'BCM 6.6 0-00 CD ISO 1 of 2' and 'BCM 6.6 0-00 CD ISO 2 of 2'. Section 3 provides details about the selected media product information, including item number, product number, version, software specification, special instructions, download filename, file size, and MD5 checksum.

hp

Software updates and licensing - downloads

Selected Products Get Software Get Licensing Get Documentation

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.

Search product: Clear >>

Search downloads: Clear >>

1. Product name

1 : Business Continuity Manager	BCM 6.6 0-00 CD ISO 1 of 2 (T5253-10021.iso)
2 : Enterprise Operating Environment	BCM 6.6 0-00 CD ISO 2 of 2 (T5253-10022.iso)
3 : HP ExDS100 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

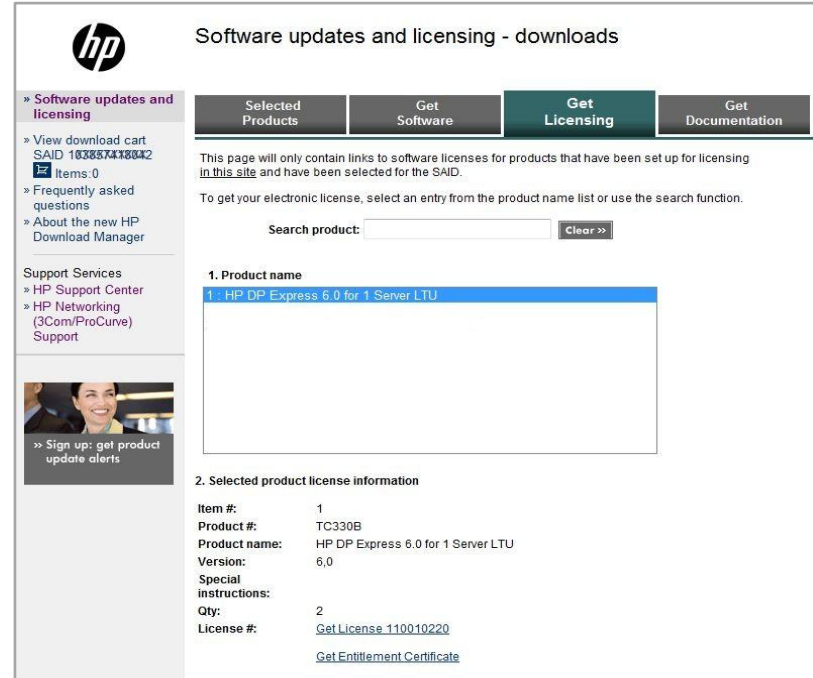
3. Selected media product information

Item #:
Product #:
Product name:
Version:
Software specification:
Special instructions:
Download filename:
File size:
MD5 checksum:1

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.



hp Software updates and licensing - downloads

» Software updates and licensing

» View download cart
SAID 1033857413042
Items: 0

» Frequently asked questions

» About the new HP Download Manager

Support Services

» HP Support Center

» HP Networking (3Com/ProCurve) Support

» Sign up: get product update alerts

Selected Products | Get Software | **Get Licensing** | Get Documentation

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.

To get your electronic license, select an entry from the product name list or use the search function.

Search product:

1. Product name

1 - HP DP Express 6.0 for 1 Server LTU

2. Selected product license information


Item #:	1
Product #:	TC330B
Product name:	HP DP Express 6.0 for 1 Server LTU
Version:	6.0
Special instructions:	
Qty:	2
License #:	Get License 110010220
	Get Entitlement Certificate

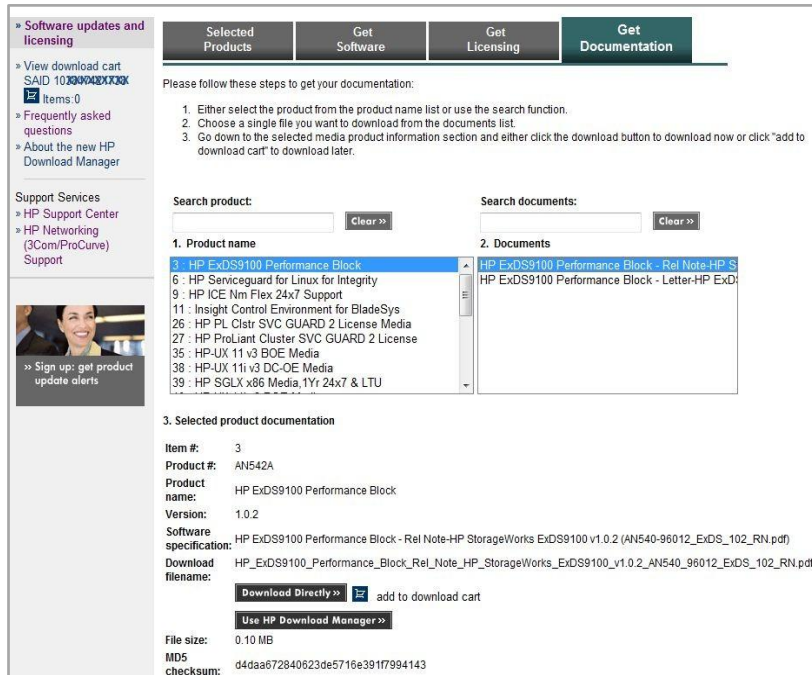


Software Updates and Licensing

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.



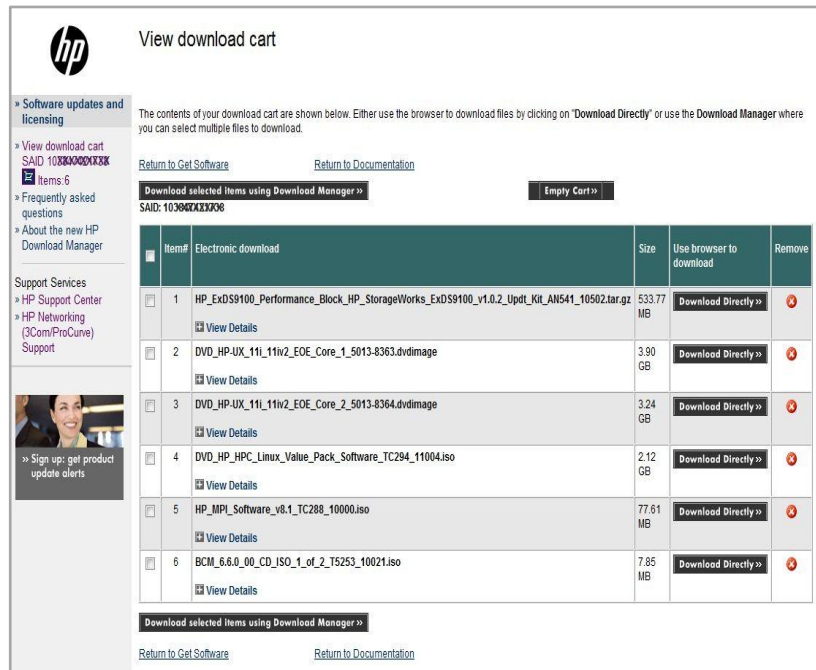
The screenshot displays the HP Software Updates and Licensing web interface. The left sidebar contains navigation links: 'Software updates and licensing', 'View download cart SAID 103090020000' (with 0 items), 'Frequently asked questions', 'About the new HP Download Manager', 'Support Services', 'HP Support Center', 'HP Networking (3Com/ProCurve) Support', and a 'Sign up: get product update alerts' button. The main content area has four tabs: 'Selected Products', 'Get Software', 'Get Licensing', and 'Get Documentation' (which is active). Below the tabs, instructions state: 'Please follow these steps to get your documentation: 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 documents 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.' The 'Search product:' field is empty, and the 'Search documents:' field is also empty. Under '1. Product name', a list of products is shown, with 'HP ExDS9100 Performance Block' selected. Under '2. Documents', two documents are listed: 'HP ExDS9100 Performance Block - Rel Note-HP S' and 'HP ExDS9100 Performance Block - Letter-HP ExD'. The '3. Selected product documentation' section provides details for the selected product: 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. At the bottom of this section are buttons for 'Download Directly' (with a cart icon and 'add to download cart' text) and 'Use HP Download Manager'. The 'File size' is 0.10 MB, 'MD5 checksum' is d4daa672840623de5716a391f7994143.



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*.



The screenshot shows the HP 'View download cart' page. On the left is a sidebar with navigation links: 'Software updates and licensing', 'View download cart' (active), 'Frequently asked questions', and 'About the new HP Download Manager'. Below these are 'Support Services' links for 'HP Support Center' and 'HP Networking (3Com/ProCurve) Support'. At the bottom of the sidebar is a 'Sign up: get product update alerts' button. The main content area has the HP logo and the title 'View download cart'. It contains a message about downloading files, links to 'Return to Get Software' and 'Return to Documentation', and buttons for 'Download selected items using Download Manager' and 'Empty Cart'. Below this is a table with 6 items, each with a checkbox, item number, name, size, and download options. The table data is as follows:

Item#	Electronic download	Size	Use browser to download	Remove
1	HP_ExtS9100_Performance_Block_HP_StorageWorks_ExtS9100_v1.0.2_Updt_Kit_Alt541_10502.tar.gz View Details	533.77 MB	Download Directly	
2	DVD_HP_UX_11i_11w2_EOE_Core_1_5013-8363.dvdimage View Details	3.90 GB	Download Directly	
3	DVD_HP_UX_11i_11w2_EOE_Core_2_5013-8364.dvdimage View Details	3.24 GB	Download Directly	
4	DVD_HP_HPC_Linux_Value_Pack_Software_TC294_11004.iso View Details	2.12 GB	Download Directly	
5	HP_MPI_Software_v8.1_TC288_10000.iso View Details	77.61 MB	Download Directly	
6	BCM_6.6.0_00_CD_ISO_1_of_2_T5253_10021.iso View Details	7.85 MB	Download Directly	

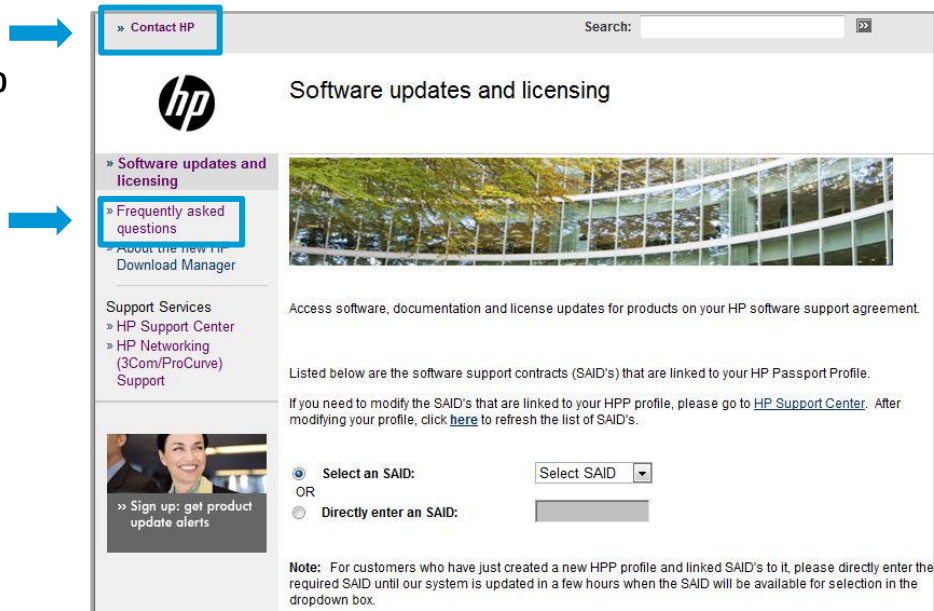
At the bottom of the table area are buttons for 'Download selected items using Download Manager', 'Return to Get Software', and 'Return to Documentation'.



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 HP Software updates and licensing page. A blue arrow points to the 'Contact HP' link in the top navigation bar. Another blue arrow points to the 'Frequently asked questions' link in the left sidebar. The main content area includes a search bar, the HP logo, and a large image of a modern building. Below the image, there is a section titled 'Access software, documentation and license updates for products on your HP software support agreement.' followed by a paragraph about software support contracts (SAID's) and a link to the HP Support Center. At the bottom, there is a section for selecting a SAID, with options to 'Select an SAID' (using a dropdown) or 'Directly enter an SAID' (using a text input). A note at the bottom explains that new HPP profiles need to directly enter the required SAID until the system is updated.

» [Contact HP](#) Search:

hp Software updates and licensing

» [Software updates and licensing](#)

» [Frequently asked questions](#)

» [About the new HP Download Manager](#)

Support Services

» [HP Support Center](#)

» [HP Networking \(3Com/ProCurve\) Support](#)

» [Sign up: get product update alerts](#)

Access software, documentation and license updates for products on your HP software support agreement.

Listed below are the software support contracts (SAID's) that are linked to your HP Passport Profile.

If you need to modify the SAID's that are linked to your HPP profile, please go to [HP Support Center](#). After modifying your profile, click [here](#) to refresh the list of SAID's.

☒ Select an SAID:

OR

☐ Directly enter an SAID:

Note: For customers who have just created a new HPP profile and linked SAID's to it, please directly enter the required SAID until our system is updated in a few hours when the SAID will be available for selection in the dropdown box.

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	Self-Help
<ul style="list-style-type: none">» Email inquiries and questions» HP Networking (3Com/ProCurve) Support	<ul style="list-style-type: none">» 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

