# Service pack for ProLiant support policy

The Service Pack for ProLiant (SPP) is a comprehensive collection of Smart Components (firmware, drivers, and system software) tested as a single solution stack and used to update HPE ProLiant servers and HPE Synergy and HPE BladeSystem infrastructure.

Due to customer feedback to reduce server update frequency, HPE releases two types of SPPs.

**Customer notice:** As new SPPs are released, read the release notes for the SPP release to ensure you are still within your SPP support window.

## Production SPP

The production server generations (the latest and one generation back) are the ones where Hewlett Packard Enterprise is adding support for new technology, features, options, and major OS/hypervisor versions. All of these involve adding new functionality to or modifying existing functionality in the firmware, drivers, and system software and releasing updated versions.

Firmware, drivers, and system software updates for the production server generations may include bug fixes and security updates, along with new features, functionalities, and OS/hypervisor version support while requiring frequent updates and testing.

Because the updates contain new functionality, bug fixes, and security updates, HPE recommends updating production server generations yearly.

## Post-production SPP

The post-production server generations (two or more generations back) are those where HPE is no longer adding support for new technology, features, options, and major OS/hypervisor versions. When a server generation is in post-production, modifications to the firmware, drivers, and system software for that server generation is limited to bug fixes and security updates.

Smart Component updates during the post-production phase of a server generation are less frequent and are only released to resolve an issue.

Because updates are only released to resolve specific issues, HPE recommends updating to post production SPP and then applying only the "hotfixes" that apply to your server models, OS/hypervisor versions, and environment.

Post-production SPPs are supported as long as HPE supports that server generation, and you do not need to perform yearly updates on post-production server generations.

**Table 1.** Support matrix

| | Gen11 | Gen10/Gen10 Plus | Gen9 | Gen8 and Older |
|---|---|---|---|---|
| **SPP classification** | Production | Production | Post-production | Post-production |
| **Entitlement required** | No | Yes | Yes | Yes |
| **Login required** | Yes | Yes | Yes | Yes |
| **SPP release frequency** | 2–4x per year (March, September and select new product releases) | 2–4x per year (March, September and select new product releases) | Once (All updates released as hotfixes and/or supplements) | Once (All updates released as hotfixes and/or supplements) |
| **New OS support** | Yes | Yes | No | No |
| **New device support** | Yes | Yes | No | No |
| **New functionality** | Yes | Yes | No | No |
| **Bug fixes** | Yes | Yes | Yes | Yes |
| **Security updates** | Yes | Yes | Yes | Yes |
| **Recommended update frequency** | Yearly | Yearly | Only to resolve an issue | Only to resolve an issue |
| **Component update path testing** | 18 months | 1 year | Through the end-of-server support | Through the end-of-server support |
| **SPP to use** | Latest production SPP | Latest production SPP | Gen8 post-production | G7 post-production |

For more details on production and post-production SPPs, see Reducing Server Updates.

Each SPP (in general) supports at least two versions for each OS/hypervisor; the current version and one version back (for example, Red Hat® Enterprise Linux® 7 and 8). OS/hypervisor versions not supported on the current production or post-production SPP may still be supported by HPE, even though they are no longer part of the SPP package.

Before using an SPP to update your HPE ProLiant servers, consult the SPP documentation available on the Documentation tab of the SPP download page:

• **SPP release notes** — Release notes for the specific SPP release.

• **Contents report** — Version and update status for each firmware and driver included in the SPP release.

• **Component release notes** — Release notes for each firmware and driver included in the SPP release.

• **Server support guide** — Matrix associating each firmware/driver to a list of supported servers for the specific SPP release.

Customer environments are supported whether you choose to:

• Leverage the SPP to manage and maintain firmware and driver versions.

• Define, test, and maintain a custom baseline.

**Table 2.** SPP deployment use cases

| Use case | HPE Support | Recommended customer actions |
|---|---|---|
| **1. Deploy an SPP within its support window** | Standard use case that covers most HPE ProLiant customers and involves using the firmware and drivers on a single SPP release. | Use the SPP as a baseline to deploy new workloads and maintain your environment as required. |
| **2. Deploy a Maintenance Update Pack to an associated SPP** | SPP supplement supports new OS releases, bug fixes, or component functionality updates that are released outside of the SPP release cycle. | Read the Maintenance Update Pack release notes available in the custom download portal |
| | | Apply the Maintenance Update Pack to the associated SPP release. |
| **3. Apply hotfixes to an SPP** | A hotfix is released as an SPP component outside an SPP release. When this occurs, each hotfix is tested with and supported on all SPPs released in the last 18 months. | Apply hotfixes (and all dependent components) to your SPP baseline as required. |
| | **Note:** A hotfix may depend on other components and require the installation of those components. | To determine if the hotfix is needed in your environment, you should read the customer advisory for the hotfix. |
| **4. Support multiple SPP releases within an HPE BladeSystem enclosure** | An HPE BladeSystem enclosure may contain servers running different SPPs. This typically occurs when servers are deployed into the enclosure at different times. When this occurs, you are not required to back-level the new servers to a previous SPP or update the existing servers to the latest SPP. | Allows multiple SPP releases to coexist within an enclosure and allows you to wait until your next maintenance window to align your enclosure, servers, and devices on a single SPP version. |
| | **Note:** You must ensure the enclosure components (for example, Onboard Administrator and Virtual Connect) are compatible with the server blade components for all the server blades within the enclosure. The last supported SPPs for an HPE BladeSystem enclosure are SPP 2021.10.0 Gen9 and 2021.10.0 Gen10. | |
| **5. Create a customized SPP solution:** | **HPE does not solution-test these use cases.** You should read the release notes and test the customized SPP before deploying it into production. | 1. Read the component and SPP release notes to determine if this applies for your environment. |
| | | 2. Test the customized SPP prior to deploying it into production. |
| **a) Mixing supported components within an SPP** | Components within an SPP may be combined with components from prior SPPs (provided all SPPs are within their support window). | This may result in exceptions to HPE's support policy. See the component and SPP release notes for more details. |
| **b) Using devices whose firmware and drivers are never included in an SPP (for example, Complex Programmable Logic Device (CPLD) and Fibre Channel switch firmware)** | Components (firmware and drivers) that are not included in the SPP are not tested as part of the SPP test process but are supported by HPE per each device's support policy. | After installing the SPP, install each component by following the instructions for each component. |
| **c) Adding SPP components that were released outside of an SPP release** | SPP components may be released to the HPE Support Center that are not hotfixes. These SPP components may be combined with the latest SPP. | |

**Table 2.** SPP deployment use cases (continued)

| | | |
|---|---|---|
| **6. Using a supported baseline after the 18-month period expires** | HPE acknowledges that just because the support window expires doesn't mean a working environment will stop working. HPE will work with you to diagnose issues should they arise. | You may "freeze" stable environments, but you should not apply any updates beyond the SPP's support window. |
| | **Note:** Individual components may support multiple generations of servers. When this occurs, the component will be carried on the SPP as long as one of the servers is supported by the SPP. | Read all applicable documents, including the OS support matrices and the SPP server support guides, for recommendations and details on the OS support status for each component. |
| | | For previous-generation servers no longer supported by the SPP, individual components may be available for download via the HPE Support Center. |

The SPP is available for use on products that are under an active warranty or an HPE Support Agreement (see More Information on Access to HPE Support Materials for more details).
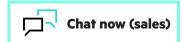
HPE provides several methods to download the SPP.

- SPP Custom Download — HPE's preferred method for downloading a production or post-production SPP.
- SPP Download Page — Provides access to the SPP release documentation, hotfixes, advisories, and FAQs.
- HPE Support Center
- Software Delivery Repository (SDR) — YUM repository containing the Smart Components.

**Learn more at**
HPE.com/servers/spp

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