

HP Software Product Updates Service

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HP Services



Service overview

HP Software Product Updates Service/HP Software Updates Service provides the rights to use the software updates for selected HP-supported software products for each system, processor, processor core, or end user, as allowed by the original HP or original manufacturer software license. HP releases updates to software and reference manuals as soon as they are made available. Updates for selected HP-supported third-party software products are included

as they are made available from the original software manufacturer.

In addition, this service provides electronic access to related product and support information, enabling any member of your IT staff to locate this commercially available essential information. For third-party products, access is subject to availability of information from the original manufacturer.

Service benefits

- Predictable cost to receive the latest revision of HP and eligible third-party software
- Improved system performance and reduced downtime due to software defects
- Potentially reduces the cost of purchasing individual software updates through subscription savings

Service Feature Highlights

- License to use software updates
- Software product and documentation updates
- Access to electronic software information
- HP recommended software updates method
- HP recommended documentation updates method
- Software updates options
- Documentation updates options

Specifications

Table 1. Service features

Feature	Delivery specifications
License to use software updates	<p>The Customer receives the license to use the software updates to HP or third-party software for each system, processor, processor core, or end user (with original software licenses) covered by this service.</p> <p>The license terms shall be as described in the HP software licensing terms corresponding to the Customer's prerequisite underlying software license, or in accordance with the current licensing terms of the third-party software manufacturer, if applicable, including any additional software licensing terms that may accompany such software updates provided under this service.</p>
Software product and documentation updates	<p>As HP releases updates to HP software, the latest revisions of the software and reference manuals are made available to the Customer's system manager or designee. For selected third-party software, HP will provide software updates as such updates are made available from the third party, or HP may provide instructions on how to obtain any software updates directly from the third party. An access code or license key, or instructions for obtaining an access code or license key, will also be provided to the Customer when required to download, install, or run the latest software revision.</p>

	<p>For certain HP products and HP-supported third-party software, updates may be available through HP Software Update Manager (SUM), an online software updates capability. SUM allows the Customer to download software and documentation updates, order physical media, view order status and history, and receive software update notifications via e-mail. SUM helps the Customer proactively manage and plan for software updates.</p> <p>For other HP-supported third-party software, the Customer may be required to download updates directly from the vendor's Web site.</p> <p>For some products, HP will automatically deliver the software and documentation updates to the Customer as soon new revisions are made available.</p>
Access to electronic software information	<p>As part of this service, HP provides access to certain commercially available electronic and Web-based tools. The Customer has access to:</p> <ul style="list-style-type: none"> • Certain capabilities made available to registered users, such as downloading selected HP software and firmware patches, subscribing to hardware-related proactive service notifications, and participating in support forums for solving problems and sharing best practices with other registered users. • Searches of HP or third-party hosted knowledge databases for certain third-party products in order to retrieve product information, find answers to support questions, participate in support forums, and download software patches.
HP recommended software updates method	<p>For HP or third-party software updates, the recommended delivery method will be determined by HP. Delivery of software updates may be on media (typically DVD or CD) or via download from an HP hosted or third-party hosted Web site.</p>
HP recommended documentation updates method	<p>For HP or third-party documentation updates, the recommended delivery method will be determined by HP. Delivery of documentation updates may be on media (typically DVD, CD, or paper) or via download from an HP hosted or third-party hosted Web site.</p>

Specifications (Optional)

Table 2. Optional service features

Feature	Delivery specifications
Software updates options	<p>&lt;b&gt; The following optional features are only available with HP Contractual Services: &lt;/b&gt;</p> <p>The Customer may decline the delivery of software updates.</p> <p>For some products the Customer may choose to have software updates delivered on CD-ROM, DVD, DDS (DAT) tape, or 6250 BPI magnetic tape, where these options are made available. If the media type selected is not available the software updates will be delivered using the HP recommended software update method.</p>
Documentation updates options	<p>The Customer may decline the delivery of documentation updates.</p> <p>For some products, the Customer may choose to have the documentation updates delivered on CD-ROM, DVD, CD-ROM and paper, DVD and paper, or paper only, where these options are available. If the media type selected is not available, the documentation updates will be delivered using the HP recommended documentation update method.</p>

Customer responsibilities

The Customer will:

- Retain, and provide to HP upon request, all original software licenses, license agreements, license keys, and subscription service registration information, as applicable for this service
- Use all software products in accordance with current HP software licensing terms corresponding to the Customer's prerequisite underlying software license, or in accordance with the current licensing terms of the third-party software manufacturer, if applicable, including any additional software licensing terms that may accompany such software updates provided under this service
- Take responsibility for acting upon any hard-copy or e-mail notification the Customer may receive in

order to download the software update or to request the new software update on media, where this option is available

- Be responsible for registering to use HP's electronic facility in order to obtain software product information and to download HP software patches

Service limitations

For Customers with multiple systems at the same location, HP may limit the number of physical media sets containing software and documentation updates provided as part of this software update service.

For some products, software updates include only minor improved features; new versions or revisions must be purchased separately. Upon the Customer's request, HP will provide the Customer with a list of

software products that do not include new versions or revisions in the software update price. The price for new versions or revisions of these software products is not included in the HP Software Updates Service.

Service eligibility

To be eligible to purchase this service, the Customer must be properly licensed to use the revision of the software product that is current at the beginning of the Support Agreement period; otherwise, an additional charge may be applied to bring the Customer into eligibility.

This service must be purchased for each system, processor, processor core, or end user in the Customer's environment that will require support.

For certain third-party products, instead of purchasing an initial software product license, this service provides the Customer with the ability to download from a Web site, hosted by HP or a third-party vendor, the current revision of the software and all software updates released during the Support Agreement period.

General provisions/Other exclusions

When a Customer purchases this service, HP or the third-party vendor may provide the current revision of certain software products on media, in addition to software download capability.

Distribution of certain third-party software updates, license agreements, and license keys may be made directly from the third-party vendor to the Customer, as applicable.

Ordering information

HP Software Product Updates Service may be ordered using HA108A* service product numbers.

HP Software Updates Service may be ordered using the HA156AC service product number.

For more information

For more information on HP Services, contact any of our worldwide sales offices or visit our Web site at: [**www.hp.com/hps/support**](http://www.hp.com/hps/support)

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