

HP Software Updates Service

HP Customer Support Contractual Services

Technical data

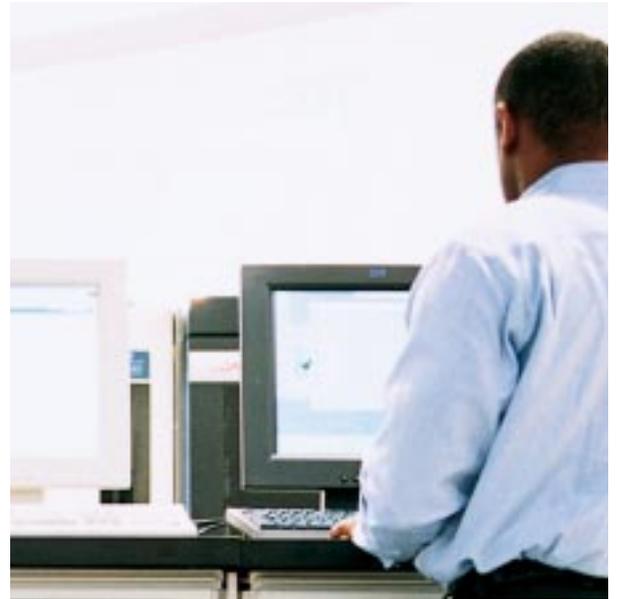


The HP Software Updates Service can help you keep software and related information up-to-date for all your systems.

Ongoing success with IT systems requires keeping the software and related information up-to-date for all your systems. The HP Software Updates Service can help you achieve this. As HP releases updates to software and reference manuals, these updates are made available to your system manager or designee, including updates for selected HP-supported third-party software products as such updates are made available from the original software manufacturer. The service also includes a license to use and copy the software updates for each system covered by the original HP (or original manufacturer) software license.

For HP-supported third party software products, the right to use and copy the software updates will depend upon the terms of the third party software license.

For some HP software products and some third-party products, you will be notified when a new software update is available, and you can then choose when to receive the update. For most third-party software products and some HP software products, HP will automatically send the software updates to you.



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

For certain products, you may have a choice of delivery media. For example, DVD technology offers an efficient and cost-effective alternative to CD-ROM and other traditional media options. Where available, software manuals may be delivered on media instead of on paper.

Service benefits

This service assists you in:

- Improving productivity of system managers and operators
- Increasing system performance and reduce downtime due to software defects
- Reducing the cost of purchasing individual software updates through subscription savings

Service feature highlights

- Notifying your system managers when new software updates are made available
- Verifying that licenses to use the latest released updates of HP and selected third party software are in place
- License to use and copy software updates
- Software product and documentation updates
- Electronic software information

Specifications

Table 1. Service features

Feature	Delivery specifications
License to use and copy software updates	The Customer receives the license to use and copy the software product updates for the HP-supported systems covered by the original software license. The Customer may use and copy the supplied updates to HP or third-party software (subject to the third-party software license terms) on each system covered by this service as described in Exhibit E16, HP Terms and Conditions of Sale and Service, and in Exhibit SS5, HP Support Services.
Software product and documentation updates	As HP releases updates to HP software and reference manuals, they 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. For certain products, the Customer may be offered a choice of media. An access code, license key, or instructions for obtaining an access code or license key will also be provided to the Customer when it is required to install or run the latest software revision.
Electronic software information	<p>As part of this service, HP will provide access to certain commercially available software-related electronic and Web-based tools and services.</p> <p>As a Software Updates Service contract holder, the Customer has access to services as available to all registered software support users, plus additional capabilities such as searching certain knowledge databases and downloading certain HP software patches. If software patches and updated information for HP-supported third-party products are made available to HP by the original software manufacturer, the Customer may also have access to these as part of this service.</p> <p>For some HP products, the Software Update Manager (SUM), an online service for software updates, is available at the Customer's option. The 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.</p>

Specifications

Table 2. Delivery response methods

Delivery response method	Delivery specifications
Preferred software update media	
• HP recommended media	If the Customer does not select a preferred software update media type or selects a media type that is not offered, the HP recommended media type or most commonly requested media type, if more than one choice exists, will be shipped.
• DVD	The Customer may choose to have all software updates delivered on DVD, where available. If this media type is not available for some products, the software update will be shipped on the product defined most common media type.
• CD	The Customer may choose to have all software updates delivered on CD-ROM, where available. If this media type is not available for some products, the software update will be shipped on the product defined most common media type.
• 6250 BPI magnetic tape	For selected products, the Customer may choose to have software updates delivered on 6250 BPI magnetic tape, where this is offered. If this media type is not available for some products, the software update will be shipped on the product defined most common media type.
• DDS (DAT)	For selected products, the Customer may choose to have software updates delivered on DDS (DAT) tape, where this is offered. If this media type is not available for some products, the software update will be shipped on the product defined most common media type.

Table 2. Delivery response methods, continued

Delivery response method	Delivery specifications
Preferred documentation media	
• HP recommended media	If the Customer does not select a preferred documentation media type or selects a media type that is not offered, the most commonly requested of CD or DVD will be shipped, if available. Paper will only be delivered when it is the only media type.
• DVD	The Customer may choose to have all software reference manuals delivered on DVD, where available. If this media type is not available for some products, the software update will be shipped on the product defined most common media type.
• CD	The Customer may choose to have all software reference manuals delivered on CD-ROM, where available. If this media type is not available for some products, the software update will be shipped on the product defined most common media type.
• Paper	The Customer may choose to have all software reference manuals delivered in paper format, where available. If this media type is not available for some products, the software update will be shipped on the product defined most common media type.
• DVD and paper	The Customer may choose to have all software reference manuals delivered on DVD and paper, where both media types are available. If these media types are not available for some products, the software update will be shipped on the product defined most common media type.
• CD and paper	The Customer may choose to have all software reference manuals delivered on CD and paper, where both media types are available. If these media types are not available for some products, the software update will be shipped on the product defined most common media type.

Service eligibility

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

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.

Customer responsibilities

The Customer must retain and provide to HP upon request all original software licenses, upgrade license agreements, and license keys.

The Customer will 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.

When the Customer receives hardcopy or e-mail notification that a new revision of software is available, it is the Customer's responsibility to reply to the notification in order to receive the new software update.

The Customer is responsible for registering to use HP's electronic facility in order to obtain software product information and download HP software patches.

HP Software Updates Service

This service also provides electronic access to related support information, enabling any member of your IT staff to locate essential product and support information.

General provisions/Other exclusions

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

For more information

For more information on the HP Software Updates Service, contact any of our worldwide sales offices or visit our Web site at:

www.hp.com/hps/support

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