HPE Software Media and Documentation Updates Service

HPE Contractual Support Services

The HPE Software Media and Documentation Updates Service provides the rights to use the software updates for selected HPE-supported software products for each system, processor, processor core, or end user, as allowed by the original Hewlett Packard Enterprise or original manufacturer software license. HPE releases updates to software and reference manuals as soon as they are made available. Updates for selected HPE-supported third-party software products are included as they are made available from the original software manufacturer.

Based on how you ordered your original software, you may order software updates and documentation separately, or in combination. You may order a complete set of all required updates for a specific HPE operating system platform, or for individual products where available.

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

Service benefits

This service enables you to:

- Obtain enhanced versions of your selected software to improve productivity

- Increase system performance and reduce downtime due to software defects

- Reduce the cost of purchasing individual software updates through subscription savings

- Simplify your administrative and operational activities by relying on a single service provider to deliver all required updates for HPE and HPE-supported third-party products

Service feature highlights

- Software product and documentation updates

- Access to electronic software information

Table 1. Service features

Feature	Delivery specifications
Software product and documentation updates	As Hewlett Packard Enterprise releases updates to HPE software, the latest revisions of the software and reference manuals are made available to the Customer. For selected third-party software, HPE will provide software updates as such updates are made available from the third party, or HPE may provide instructions on how to obtain any software updates directly from the third party. A license key or access code, or instructions for obtaining a license key or access code, will also be provided to the Customer when required to download, install, or run the latest software revision. For most HPE software and selected HPE-supported third-party software, updates will be made available through the Software Updates and Licensing portal via the HPE Support Center. The Software Updates and Licensing portal provides the Customer with electronic access to receive and proactively manage software product and documentation updates. For other HPE-supported third-party software, the Customer may be required to download updates directly from the vendor's website. Depending on the original goods product number the Customer ordered, only one of the following is available: • Media and documentation individual goods product numbers: HPE provides updates of software binaries with corresponding documentation updates, either in hard copy or through electronic download. • Documentation only individual goods product numbers: HPE provides hard copy software documentation updates for individual products. Documentation updates on CD-ROM or through electronic download may also be available for selected products. • Software Products Library goods product numbers that consolidate the distribution of software binaries and online documentation: HPE provides a consolidation of software binaries and online documentation on CD-ROM or through electronic download for the OpenVMS/Alpha platform pair, which is distributed at fixed quarterly intervals. (With a major operating system release, updates for the base operating system documentation set are also provided, either in hard copy or through electronic download.) • Software Products Library goods product numbers that consolidate the distribution of online documentation: HPE provides a consolidation of online documentation on CD-ROM or through electronic download for the OpenVMS/Alpha platform pair, which is distributed at fixed quarterly intervals. This includes all the platform-related documentation eligible for consolidation at the time of manufacture.
Access to electronic software information	As part of this service, Hewlett Packard Enterprise provides access to certain commercially available electronic and Web-based tools. The Customer has access to: • Certain capabilities made available to registered users, such as downloading selected HPE 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 • HPE or third-party hosted knowledge databases for certain third-party products, where the Customer can search for and retrieve product information, find answers to support questions, participate in support forums, and download software patches • The Software Updates and Licensing portal, which provides the Customer with electronic access to receive, proactively manage, and plan for software product and documentation updates; access to the portal is through the HPE Support Center

Service limitations

This service does not include the license to use and copy software product updates.

Service eligibility

HPE Software Media and Documentation Updates Service is available for any HPE or third-party current product version that is properly licensed and supported by Hewlett Packard Enterprise.

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 service contract period; otherwise, the Customer will be required to purchase an update license, or a license to use the new software revision, to meet service eligibility requirements. This requirement is not applicable to documentation-only updates.

Customer responsibilities

The Customer will:

- Use software updates only on systems for which they are properly licensed and in accordance with current Hewlett Packard Enterprise 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

- Retain, and provide to Hewlett Packard Enterprise upon request, all original software licenses, upgrade license agreements, and license keys

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

General provisions/Other exclusions

Distribution of certain third-party software updates may be made directly from the third-party vendor to the Customer.

The following will not be included in this service:

- Individual software products that Hewlett Packard Enterprise has discontinued or reclassified as Mature Product Support or 'Customer Supported' during the term of the Customer's service contract

- Updates for any software product that Hewlett Packard Enterprise deems not shippable will not be included in a scheduled delivery of the Software Products Library

For more information

For more information on Hewlett Packard Enterprise support services, contact any of our worldwide sales offices or visit the following website:

www.hpe.com/services/support

This data sheet is governed by the Hewlett Packard Enterprise current standard sales terms, which include the supplemental data sheet, or, if applicable, the Customer's purchase agreement with Hewlett Packard Enterprise.

Hewlett Packard Enterprise