

# HP Software Media and Documentation Updates Service

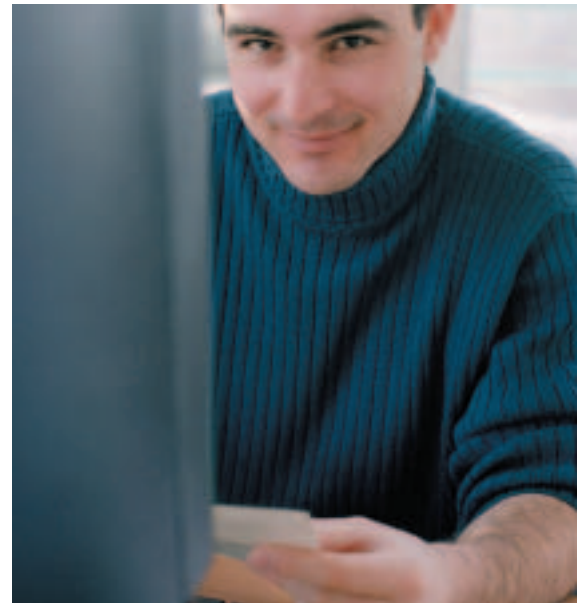
HP Customer Support Contractual Services



## Hassle-free updates for software media with the HP Software Media and Documentation Updates Service

Ongoing success with IT systems requires keeping software and related information up to date for all systems. The HP Software Media and Documentation Updates Service can help you achieve this by accelerating your receipt of software and documentation updates.

As HP releases updates to software and reference manuals, these updates will be delivered 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.



Based on how you ordered your original software, you may order software updates and documentation separately or in combination. Order a complete set of all required updates for a specific HP 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

## Service-feature highlights

- Simplify your administrative and operational activities by relying on a single service provider to deliver all required updates for HP and HP-supported third-party products
- Acquire only necessary media and documentation in the exact quantities you need, eliminating duplicate deliverables or items that you do not need
- Software product and documentation updates
- Electronic software information

## Specifications

Table 1. Service features

Feature	Delivery specifications
<b>Software media/documentation updates</b>	<p>As HP releases updates to software, the latest revisions of the software and reference manuals are delivered to the customer's 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.</p> <p>Depending on the product number of the original goods ordered by the customer, only one of the following is available:</p> <ul style="list-style-type: none"><li>• <b>For media and documentation, individual goods product numbers:</b> HP provides updates of software binaries with corresponding documentation updates, usually in hard copy.</li><li>• <b>For documentation only, individual goods product numbers:</b> HP provides hard-copy software documentation updates for individual products. Documentation updates on CD-ROM may also be available for selected products.</li><li>• <b>For Software Products Library goods product numbers that consolidate the distribution of software binaries and online documentation:</b> HP provides a consolidation of software binaries and online documentation on CD-ROM for OpenVMS/Alpha, Tru64 UNIX and OpenVMS/VAX, distributed at fixed quarterly intervals (with a major operating-system release, hard-copy updates for the base operating-system documentation set are also provided).</li><li>• <b>For Software Products Library goods product numbers that consolidate the distribution of software binaries:</b> HP provides a consolidation of software binaries on CD-ROM for OpenVMS/Alpha, Tru64 UNIX and OpenVMS/VAX, distributed at fixed quarterly intervals.</li><li>• <b>For Software Products Library goods product numbers that consolidate the distribution of online documentation:</b> HP provides a consolidation of online documentation on CD-ROM for OpenVMS/Alpha, Tru64 UNIX and OpenVMS/VAX, distributed at fixed quarterly intervals. This includes all the platform-related documentation eligible for consolidation at the time of manufacture. HP provides a native platform CD-ROM and a Microsoft® Windows® version for each of the three platforms.</li></ul>
<b>Electronic software information</b>	<p>As part of this service, HP will provide access to electronic and web-based software-related tools and services, as available.</p> <p>As a Software Media and Documentation Updates Service contract holder, the customer has access to the services available to all registered software support users, plus additional capabilities, such as searching knowledge databases and downloading 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>

# You may order software updates and documentation separately or in combination.

## Service eligibility

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

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 licence, or a licence to use the new software revision, to bring the customer into service eligibility. This requirement is not applicable to documentation-only updates.

## Service limitations

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

## Customer responsibilities

The customer will only use software updates on systems for which they are properly licensed and in accordance with current HP software licensing terms corresponding to the customer's prerequisite underlying software license or, if applicable, in accordance with the current licensing terms of the third-party software manufacturer.

The customer must retain – and provide to HP upon request – all original software licences, upgrade licence agreements and licence keys.

The customer is responsible for registering with HP electronic facility in order to obtain software product information and download HP 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 HP 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 HP deems not shippable will not be included in a scheduled delivery of the Software Products Library

# HP Software Media and Documentation Updates Service

Improve productivity, increase system performance and reduce costly downtime.

## For more information

For more information on HP Software Media and Documentation Updates Service, contact any of our worldwide sales offices or visit our website at:

**[www.hp.com/hps/support](http://www.hp.com/hps/support)**

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5981-9416EEE. August 2003

