

HP Software Product Updates Service

HP Customer Support Contractual Services



Keeping up to date with your software ensures you get the best from your IT systems. The HP Software Product Update Service is designed to do exactly that.

As HP releases updates to its software and reference manuals, we want to make these updates available to your system manager or designee as quickly and as efficiently as possible. The update service can also include updates for selected HP-supported third-party software products (as and when they are made available from the original software manufacturer). Included in the service is a licence to use and copy the software-product updates for each system covered by the original HP (or original manufacturer) software licence.

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



This service also provides electronic access to related 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 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 electronic media instead of on paper.

Service benefits

- This service enables you to:
- Improve productivity of system managers and operators
 - Increase system performance and reduce downtime due to software defects
 - Reduce the cost of purchasing individual software updates through subscription savings
 - Notify your system managers when new software releases are made available

Service feature highlights

- Verify that licences are in place to use the latest released updates of HP and selected third-party software
- Licence to use and copy software-product updates
- Software-product and documentation updates
- Electronic software information

Specifications

Table 1. Service features

Feature	Delivery specifications
Licence to use and copy software-product updates	The customer receives the licence to use and copy the software-product updates for all the HP-supported systems covered by the original software licence. The customer can use and copy the supplied updates to HP or third-party software 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 its 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 and when they 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 or a licence key (or instructions for obtaining them) will also be provided to the customer when it is required to install or run the latest software revision.
Electronic software information	<p>As a part of this service, HP will provide access to certain software-related electronic and web-based tools and services, as available.</p> <p>As a Software Product Updates Service contract holder, the customer has access to the services that are 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> <p>For some HP products, the Software Update Manager (SUM) – an online service for software updates – is available to the customer as an 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 – if more than one choice exists – the most commonly requested media type will be shipped.
• DVD	The customer may choose to have all software updates delivered on DVD, where available. If unavailable for some products, the software update will be shipped on the most common media type for that product.
• CD	The customer may choose to have all software updates delivered on CD-ROM, where available. If unavailable for some products, the software update will be shipped on the most common media type for that product.
• 6250 BPI magnetic tape	For selected products, the customer may choose to have software updates delivered on 6250 BPI magnetic tape, where available. If unavailable for some products, the software update will be shipped on the most common media type for that product.
• DDS (DAT)	For selected products, the customer may choose to have software updates delivered on DDS (DAT) tape, where this is available. If unavailable for some products, the software update will be shipped on the most common media type for that product.

Specifications

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 type that is not offered, the most commonly requested media from either 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 unavailable for some products, the software update will be shipped on the most common media type for that product.
• CD	The customer may choose to have all software reference manuals delivered on CD-ROM, where available. If unavailable for some products, the software update will be shipped on the most common media type for that product.
• Paper	The customer may choose to have all software reference manuals delivered in paper format, where available. If unavailable for some products, the software update will be shipped on the most common media type for that product.
• 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 unavailable for some products, the software update will be shipped on the most common media type for those products.
• 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 unavailable for some products, the software update will be shipped on the most common media type for those products.

Service eligibility

To be eligible to purchase software product updates, the customer must be properly licensed to use the revision of the software product that is current at the beginning of the service agreement 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 request, HP will provide the customer with a list of software products that do not include new versions or revisions in the software-product-update price. The price for new versions or revisions of these software products is not included in the HP Software Product Updates Service.

Customer responsibilities

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

The customer will use all software products in accordance with current HP software licensing terms corresponding to the customer's prerequisite underlying software licence or, if applicable, in accordance with the current licensing terms of the third-party software manufacturer, including any additional software licensing terms that may accompany such software updates provided under this service.

When the customer receives hard-copy or e-mail notification that a new version 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 with the 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, licence agreements and licence keys may be made directly from the third-party vendor to the customer.

HP Software Product Updates Service

Improve productivity of system managers and operators.

For more information

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

www.hp.com/hps/support

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