Service Pack for ProLiant (SPP)
Warranty/Support Agreement Validation

OVERVIEW:

Access to the Service Pack for ProLiant (SPP) now requires validation via the HPE Support Center (HPESC). An active warranty or HPE support agreement is required to download it.

The entitled BIOS System ROM firmware along with the non-entitled safety and security, iLO, controller components, and drivers are all included in the SPP. With active warranty or HPE support agreement you can access all products in the SPP with an active warranty or HPE support agreement. The instructions below provide information for either in-warranty or HPE support agreement as well as without.

INSTRUCTIONS TO DOWNLOAD SPP <u>WITH</u> WARRANTY OR HPE SUPPORT AGREEMENT:

1. If you have not already done so, link your warranty or HPE support agreement to your HPE Passport account. (Note: you will only have to do the linking process once. For future downloads, the HPE support Center will recognize your entitlement a long as your product has an active warranty or HPE support agreement.)
2. Access "Service Pack for ProLiant" download page on HPESC and click "Obtain Software". From this URL, a "Revision History" tab is available for previous versions.

INSTRUCTIONS FOR PRODUCTS <u>OUT OF</u> WARRANTY OR <u>WITHOUT</u> AN HPE SUPPORT AGREEMENT:

1. In order to download the Service Pack for ProLiant, an active warranty or HPE support agreement is required.
2. ProLiant safety and security firmware, iLO, controller components, and drivers are available on the HPE support Center without entitlement validation; however the terms that came with the purchase agreement and/or terms and conditions of the HPE Software License Agreement apply when downloading.
3. For the SPP, BIOS System ROM, or CPLD downloads on products which are out of warranty or without a HPE support agreement, please contact your HPE sales representative, HPE authorized partner or reseller, or Contact HPE to talk via phone or chat.

MORE INFORMATION:

To learn more about HPE's entitlement validation process for Service Pack for ProLiant, please review these documents:

- ProLiant Server Firmware Entitlement FAQ
- More Information on Access to HPE Support Materials