



Hewlett Packard
Enterprise

Selecting the Right HPE iLO License

Abstract

This guide provides information about purchasing HPE iLO licenses.

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Quick pick: Which HPE iLO license is right for me?

Trial license: Free 60-day iLO license

You can sign up for a 60-day free trial iLO license to test drive the iLO licensed features.

The free trial license key can only be applied to a server once. The free trial license key is also referred to as a "demo" or "evaluation" license.

Test drive iLO Advanced today: [HPE iLO Advanced](#).

HPE iLO license characteristics

- iLO Support:
 - **Standard features**—iLO Standard features are shipped at no extra cost as part of your server purchase. Support for iLO standard features is covered under the server hardware warranty.
 - **Licensed features**—Purchasing one (1) and three (3) year support licenses refers to the length of the support agreement for **licensed iLO features**. When you register your license, Hewlett Packard Enterprise prepares a support agreement. When the support agreement expires, you can continue to use licensed features. However, support for those licensed features is not available. You can renew support for licensed features.
- iLO licenses **do not expire**. Once it is installed on the server, the license will remain on that server even if the license support expires. Licenses are valid for the life of the server on which they are installed.
- iLO licenses are versionless. You can use the same iLO license product numbers (SKUs) on iLO 3, iLO 4, and iLO 5 servers.
- iLO license part numbers ending in #0D1 are factory preinstalled licenses. They are installed at a Hewlett Packard Enterprise factory at no extra charge. Factory installation ensures that your iLO Advanced features are ready to use once you set up your server.
- The HPE Server Edgeline Chassis supports server cartridges with iLO. If you require iLO Advanced features, you must purchase an iLO Advanced license for each cartridge in the enclosure. Select the quantity of iLO licenses based on the number of server cartridges.

If you are ordering more than five (5) iLO licenses, Hewlett Packard Enterprise recommends that you review our Flexible Quantity or Tracking/Activation Key Agreement licenses.

Beginning the license options selection process

Procedure

1. To determine the best purchasing option, analyze the information in the following table, and then choose the options that meet your needs.

iLO Advanced license options

Supported servers All Hewlett Packard Enterprise servers with iLO, including:

- ProLiant servers
- Apollo servers
- Synergy compute modules
- Edgeline servers installed in an EL8000 chassis
- Moonshot cartridges with iLO used in an Edgeline chassis

If you are licensing an HPE Server Edgeline Chassis and require iLO Advanced features, you must purchase an iLO Advanced license for each cartridge in the enclosure. Select the quantity of iLO licenses based on the number of server cartridges.

The iLO Advanced license is automatically included with Synergy compute modules and ProLiant e910 server blades.

The iLO for ODIM license is supported on Gen10 servers with iLO 5 2.10 and later.

Includes A full set of robust iLO features.

Purchasing options

- **Single server (1–10 servers)**
- **Flexible quantity (11–99 servers)**
- **Pay as you go AKA/Tracking (100 or more servers)**

If you are ordering more than five (5) iLO licenses, Hewlett Packard Enterprise recommends that you review the Flexible Quantity or Tracking/Activation Key Agreement licenses.

Installation options

- Self-installed
- Preinstalled

Delivery options

- Paper/Physical
- Electronic

2. In the table, click the purchasing options link that corresponds to your selected options.
3. In the single server, flexible quantity, or pay as you go table, determine the license product number (SKU) that matches your installation, delivery, and support requirements.

HPE iLO license product numbers (SKUs)

The following sections list the available HPE iLO license product numbers (SKUs) and the delivery, support, and registration options available for each:

- **Advanced Single Server - iLO 3, 4, and 5**
- **Advanced Flexible Quantity - iLO 3, 4, and 5**
- **Advanced Pay as you go volume (AKA/Tracking) - iLO 3, 4, and 5**



NOTE: To ensure that iLO single-server physical licenses are installed at the factory at no extra cost, choose a product number SKU that includes the OD1 option.

Advanced Single Server - iLO 3, 4, and 5

Product number	Delivery	Support term for licensed features ^{1, 2}	Is this HPE factory installed/preinstalled? (the recommended option) ³	Description
512485-B21	Physical	1-year 24x7	No	HPE iLO Advanced 1-server license with 1yr support on iLO licensed features ⁴
512485-B21 #OD1 ⁵	Physical	1-year 24x7	Yes	HPE iLO Advanced 1-server license with 1yr support on iLO licensed features ⁴
BD505A	Physical	3-year 24x7	No	HPE iLO Advanced 1-server license with 3yr support on iLO licensed features
BD505A #OD1 ⁵	Physical	3-year 24x7	Yes	HPE iLO Advanced 1-server license with 3yr support on iLO licensed features
E6U59ABE	Electronic ⁶	1-year 24x7	No	HPE iLO Advanced electronic license with 1yr support on iLO licensed features
E6U64ABE	Electronic ⁶	3-year 24x7	No	HPE iLO Advanced electronic license with 3yr support on iLO licensed features

¹ You are entitled to a one (1) or a three (3) year support contract on licensed features. After your one (1) or three (3) year support contract expires, your iLO licensed features still work, and are enabled. However, you will not have HPE support for those licensed features. Your licenses do not expire. They are valid for the life of the server on which they are applied.

² iLO standard features and firmware updates are supported under the Server Hardware Warranty Contract. iLO firmware updates are available at <https://www.hpe.com/support/ilo5>.

³ When selecting factory preinstalled (#OD1) iLO licenses, you can only buy one (1) license per server purchased on the same order. If you need to buy more than one (1) license, either select more servers OR select an iLO NON preinstalled license.

⁴ License registration is not available in the Americas (AMS) and Asia Pacific or Japan (APJ) regions for this license. Your license key is printed on the installation instructions that are shipped with your order. Retain this key for your records and to obtain support.

⁵ To ensure that iLO single-server physical licenses are installed at the factory at no extra cost, include the OD1 option in the product number SKU.

⁶ If you purchase multiple copies of an electronic license in the same order, you receive one license key that you can install on the number of servers specified in your order.

Advanced Flexible Quantity - iLO 3, 4, and 5

Product number	Delivery	Support term for licensed features ^{1,2}	Is this HPE factory installed/preinstalled? (the recommended option)	Description
512486-B21	Physical	1-year 24x7	No	HPE iLO Advanced flexible quantity license with 1yr support on iLO licensed features
BD506A	Physical	3-year 24x7	No	HPE iLO Advanced flexible quantity license with 3yr support on iLO licensed features

- ¹ You are entitled to a one (1) or a three (3) year support contract on licensed features. After your one (1) or three (3) year support contract expires, your iLO licensed features still work, and are enabled. However, you will not have HPE support for those licensed features. Your licenses do not expire. They are valid for the life of the server on which they are applied.
- ² iLO standard features and firmware updates are supported under the Server Hardware Warranty Contract. iLO firmware updates are available at <http://www.hpe.com/support/iLO5>.

Advanced Pay as you go volume (AKA/Tracking) - iLO 3, 4, and 5

Product number	Delivery	Support term for licensed features ^{1,2}	Is this HPE factory installed/preinstalled? (the recommended option)	Description ³
512487-B21	Physical	1-year 24x7	No	HPE iLO Advanced AKA Tracking license 1yr support on iLO licensed features
BD507A	Physical	3-year 24x7	No	HPE iLO Advanced AKA Tracking license 3yr support on iLO licensed features

- ¹ You are entitled to a one (1) or a three (3) year support contract on licensed features. After your one (1) or three (3) year support contract expires, your iLO licensed features still work, and are enabled. However, you will not have HPE support for those licensed features. Your licenses do not expire. They are valid for the life of the server on which they are applied.
- ² iLO standard features and firmware updates are supported under the Server Hardware Warranty Contract. iLO firmware updates are available at <http://www.hpe.com/support/iLO5>.
- ³ For additional information on AKA, visit www.hpe.com/info/aka.



Websites

General websites

Hewlett Packard Enterprise Information Library

<https://www.hpe.com/info/EIL>

For additional websites, see [**Support and other resources**](#).

Product websites

iLO

<https://www.hpe.com/info/ilo>

iLO 5 Information Library

<https://www.hpe.com/support/ilo-docs>

iLO support

<https://www.hpe.com/support/ilo5>

iLO helpful links and resources

<https://www.hpe.com/support/ilo-resource-ref-en>

iLO RESTful API and RESTful Interface Tool

<https://www.hpe.com/support/restfulinterface/docs>



License and SAID support

HPE iLO licensing support contact addresses

To obtain support, you must provide proof of a license purchase.

NOTE: You cannot exchange a license that is redeemed (activated).

- Americas: licensing.ams@hpe.com
- Europe, Middle East, and Africa: licensing.emea@hpe.com
- Asia-Pacific and Japan: licensing.apj@hpe.com

Linking an SAID to an HPE Passport account

The SAID is a 12-digit number assigned for entitlement to a service agreement contract. You must have an SAID to access Hewlett Packard Enterprise Technical Support and Software Updates for Hewlett Packard Enterprise hardware and software products.

When you register a license on the **My HPE Software Center** website, you receive a Welcome to Support letter or email that includes your SAID and other contract information.

After you receive your SAID, you can link it to your HPE Passport account so that you can access updates directly from the My HPE Software Center website (<http://www.hpe.com/downloads/software>).

Procedure

1. Navigate to the Hewlett Packard Enterprise Support Center at <https://www.hpe.com/support/hpesc>.
2. Log in with your HPE Passport account.
3. On the left navigation menu, click **CONTRACTS AND WARRANTIES**.
4. Click **Link support agreements** and follow the onscreen instructions.



Support and other resources

Accessing Hewlett Packard Enterprise Support

- For live assistance, go to the Contact Hewlett Packard Enterprise Worldwide website:
<https://www.hpe.com/info/assistance>
- To access documentation and support services, go to the Hewlett Packard Enterprise Support Center website:
<https://www.hpe.com/support/hpesc>

Information to collect

- Technical support registration number (if applicable)
- Product name, model or version, and serial number
- Operating system name and version
- Firmware version
- Error messages
- Product-specific reports and logs
- Add-on products or components
- Third-party products or components

Accessing updates

- Some software products provide a mechanism for accessing software updates through the product interface. Review your product documentation to identify the recommended software update method.
- To download product updates:

Hewlett Packard Enterprise Support Center

<https://www.hpe.com/support/hpesc>

Hewlett Packard Enterprise Support Center: Software downloads

<https://www.hpe.com/support/downloads>

My HPE Software Center

<https://www.hpe.com/software/hpesoftwarecenter>

- To subscribe to eNewsletters and alerts:
<https://www.hpe.com/support/e-updates>
- To view and update your entitlements, and to link your contracts and warranties with your profile, go to the Hewlett Packard Enterprise Support Center **More Information on Access to Support Materials** page:
<https://www.hpe.com/support/AccessToSupportMaterials>



! **IMPORTANT:** Access to some updates might require product entitlement when accessed through the Hewlett Packard Enterprise Support Center. You must have an HPE Passport set up with relevant entitlements.

Remote support

Remote support is available with supported devices as part of your warranty or contractual support agreement. It provides intelligent event diagnosis, and automatic, secure submission of hardware event notifications to Hewlett Packard Enterprise, which will initiate a fast and accurate resolution based on your product's service level. Hewlett Packard Enterprise strongly recommends that you register your device for remote support.

If your product includes additional remote support details, use search to locate that information.

Remote support and Proactive Care information

HPE Get Connected

<https://www.hpe.com/services/getconnected>

HPE Proactive Care services

<https://www.hpe.com/services/proactivecare>

HPE Datacenter Care services

<https://www.hpe.com/services/datacentercare>

HPE Proactive Care service: Supported products list

<https://www.hpe.com/services/proactivecaresupportedproducts>

HPE Proactive Care advanced service: Supported products list

<https://www.hpe.com/services/proactivecareadvancedsupportedproducts>

Proactive Care customer information

Proactive Care central

<https://www.hpe.com/services/proactivecarecentral>

Proactive Care service activation

<https://www.hpe.com/services/proactivecarecentralgetstarted>

Warranty information

To view the warranty information for your product, see the links provided below:

HPE ProLiant and IA-32 Servers and Options

<https://www.hpe.com/support/ProLiantServers-Warranties>

HPE Enterprise and Cloudline Servers

<https://www.hpe.com/support/EnterpriseServers-Warranties>

HPE Storage Products

<https://www.hpe.com/support/Storage-Warranties>

HPE Networking Products

<https://www.hpe.com/support/Networking-Warranties>

Regulatory information

To view the regulatory information for your product, view the *Safety and Compliance Information for Server, Storage, Power, Networking, and Rack Products*, available at the Hewlett Packard Enterprise Support Center:

<https://www.hpe.com/support/Safety-Compliance-EnterpriseProducts>



Additional regulatory information

Hewlett Packard Enterprise is committed to providing our customers with information about the chemical substances in our products as needed to comply with legal requirements such as REACH (Regulation EC No 1907/2006 of the European Parliament and the Council). A chemical information report for this product can be found at:

<https://www.hpe.com/info/reach>

For Hewlett Packard Enterprise product environmental and safety information and compliance data, including RoHS and REACH, see:

<https://www.hpe.com/info/ecodata>

For Hewlett Packard Enterprise environmental information, including company programs, product recycling, and energy efficiency, see:

<https://www.hpe.com/info/environment>

Documentation feedback

Hewlett Packard Enterprise is committed to providing documentation that meets your needs. To help us improve the documentation, send any errors, suggestions, or comments to Documentation Feedback (**docsfeedback@hpe.com**). When submitting your feedback, include the document title, part number, edition, and publication date located on the front cover of the document. For online help content, include the product name, product version, help edition, and publication date located on the legal notices page.

