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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

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

⚠ CAUTION: Installing the HPE iLO Advanced Premium Security Edition free evaluation license on a HPE Gen10 Server with an active iLO license (your purchased iLO License) will overwrite the existing iLO license. Be sure to record your existing iLO license before applying the trial license.

Use one of the following methods to record and retrieve your existing license:

- Register your key at the Licensing Portal. Follow the instructions on your License Entitlement Certificate OR your email if you purchased an electronic license. See [#unique_4](#) for more information.
- Use the Back Up and Restore feature prior to applying this trial license key. See [Backup and Restore](#) for more information.

NOTE: If you have already signed up and applied a trial license to your server, you will not be able to do this. The free trial license key can only be applied to your server once.

Test drive these today:

[HPE iLO Advance Premium Security Edition](#)

[HPE iLO Advanced](#)

[HPE iLO Essentials](#)

HPE iLO license options overview

⚠ IMPORTANT:

- **HPE iLO Support for Standard Features**—iLO standard features support is covered under the hardware warranty for your server.
- **HPE iLO Support for 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, HPE prepares a support agreement. Once the support agreement expires, you can continue to use licensed features. However, support for those licensed features is not available. You have the option to renew licensed features support.
- HPE 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.
- HPE iLO license options vary by server platform and sales region. For a detailed list of options available for a specific product number, see [HPE iLO license product numbers \(SKUs\)](#).

Beginning the license selection process

Procedure

1. To determine which number combination is listed for the license type, server support, and purchasing option that best meets your needs, review the options shown below.

Example

If you want:

- An iLO Advanced license
- For any HPE ProLiant server model
- For less than 10 servers

Your selection is **1-1**.

2. In the table following the figure, use the link that corresponds to your selection from Step 1 to go to **HPE iLO license product numbers (SKUs)** and determine the license product number that matches your installation, delivery, and support requirements.

	1 iLO Advanced or iLO Advanced for BladeSystem	2 iLO Essentials	3 iLO Advanced Premium Security Edition
	A full set of robust iLO features	Essential iLO features, including Integrated Remote Console for SMB and remote/branch office environments	All iLO Standard, Advanced, and Security features
Servers Supported	All HPE servers with iLO plus Moonshot cartridges with iLO used in an Edgeline Chassis	HPE 100 server series with iLO and below	All HPE Gen10 Servers with iLO 5
Purchasing	1 Single server (1-50 servers) 2 Flexible quantity (51-99 servers) 3 Pay as you go: AKA/Tracking (100 or more servers)	1 Single server (1-50 servers)	1 Single server (1-50 servers), 2 Flexible quantity (51-99 servers), Pay as you go: 3 AKA/Tracking (100 or more servers)
Installation	Preinstalled Self-installed	Preinstalled Self-installed	Preinstalled Self-installed
Delivery	Paper/physical Electronic	Paper/physical Electronic	Paper/physical Electronic

Figure 1: HPE iLO license decision process

The following table describes where in the iLO license product numbers (SKUs) tables to find the product number SKU associated with the license options you selected in the Purchasing row above.

NOTE: HPE Synergy compute modules have built-in iLO Advanced capabilities; no license is needed.

If your purchasing selection is:	Find your product number (SKU) here:
1-1	<p>You have selected the HPE Server Edgeline Chassis which can support 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.</p> <p>If you are ordering more than five (5) iLO licenses, HPE recommends that you review our Flexible Quantity or Tracking/Activation Key Agreement Licenses.</p>
1-2	<p>For a non-blade server: <u>Advanced Single-server</u></p> <p>For a single BladeSystem: <u>Advanced for BladeSystem Single-server</u></p> <p>For up to eight BladeSystems: <u>Advanced for BladeSystem Eight-server</u></p>
1-3	<p>For non-blade servers: <u>Advanced Flexible Quantity</u></p> <p>For BladeSystem: <u>Advanced for BladeSystem Flexible Quantity</u></p>
1-4	<p>For non-blade servers: <u>Advanced Pay as you go volume (AKA/Tracking)</u></p> <p>For BladeSystem: <u>Advanced for BladeSystem Pay as you go volume (AKA/Tracking)</u></p>
2-1	<u>Essentials Single-server</u>
3-1	Advanced Premium Security Edition <u>Single-server</u>
3-2	Advanced Premium Security Edition <u>Flexible quantity</u>
3-3	Advanced Premium Security Edition <u>Pay as you go volume (AKA/Tracking)</u>

HPE iLO license product numbers (SKUs)

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

NOTE: To insure that iLO single-server physical licenses are installed at the factory at no extra cost, you must include 0D1 option in the product number SKU as shown in the following tables.

ⓘ **IMPORTANT:**

- You are entitled to a one (1) or a three (3) year support contract on licensed features.

NOTE: iLO Standard features are supported under the Server Hardware Warranty.

- iLO license part numbers ending in #0D1 are factory pre-installed iLO licenses. They are installed at an HPE factory at NO extra charge. This ensures your iLO Advanced features are ready to go once you set up your server.
- After your one (1) or three (3) year support contract expires, your HPE iLO licensed features still work, and are enabled. However, you will not have HPE support for those licensed features.
- HPE 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.
- HPE iLO standard features are shipped at no extra cost as part of your server purchase.
- 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, HPE recommends that you review our Flexible Quantity or Tracking/Activation Key Agreement Licenses.

Table 1: 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	NOT HPE Factory Installed/Pre-installed HPE iLO Advanced 1-server License with 1yr Support on iLO Licensed Features ⁴
512485-B21 #0D1	Physical	1-year 24x7	Yes	HPE Factory Installed/Pre-installed HPE iLO Advanced 1-server License with 1yr Support on iLO Licensed Features - Factory Installed/Pre-installed
BD505A	Physical	3-year 24x7	No	NOT HPE Factory Installed/Pre-installed HPE iLO Advanced 1-server License with 3yr Support on iLO Licensed Features
BD505A #0D1	Physical	3-year 24x7	Yes	HPE Factory Installed/Pre-installed HPE iLO Advanced 1-server License with 3yr Support on iLO Licensed Features - Factory Installed/Pre-installed
E6U59ABE	Electronic	1-year 24x7	No	NOT HPE Factory Installed/Pre-installed HPE iLO Advanced Electronic License with 1yr Support on iLO Licensed Features
E6U64ABE	Electronic	3-year 24x7	No	NOT HPE Factory Installed/Pre-installed 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 <http://www.hpe.com/support/iLO5>.

³ When selecting factory pre-installed (#0D1) 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 pre-installed license.

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

Table 2: 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	NOT HPE Factory Installed/Pre-installed HPE iLO Advanced Flexible Quantity License with 1yr Support on iLO Licensed Features
BD506A	Physical	3-year 24x7	No	NOT HPE Factory Installed/Pre-installed 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>.

Table 3: 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	NOT HPE Factory Installed/Pre-installed HPE iLO Advanced AKA Tracking License 1yr Support on iLO Licensed Features
BD507A	Physical	3-year 24x7	No	NOT HPE Factory Installed/Pre-installed 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.

Table 4: Essentials > 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
BD775A	Physical	1-year 24x7	No	NOT HPE Factory Installed/Pre-installed HPE iLO Essentials License with 1yr Support on iLO Licensed Features
BD775A #0D1	Physical	1-year 24x7	Yes	HPE Factory Installed/Pre-installed HPE iLO Essentials License with 1yr Support on iLO Licensed Features - Factory Installed/Pre-installed
BD774A	Physical	3-year 24x7	No	NOT HPE Factory Installed/Pre-installed HPE iLO Essentials License with 3yr Support on iLO Licensed Features
BD774A #0D1	Physical	3-year 24x7	Yes	HPE Factory Installed/Pre-installed HPE iLO Essentials License with 3yr Support on iLO Licensed Features - Factory Installed/Pre-installed
E6U62ABE	Electronic	1-year 24x7	No	NOT HPE Factory Installed/Pre-installed HPE iLO Essentials Electronic License with 1yr Support on iLO Licensed Features
E6U61ABE	Electronic	3-year 24x7	No	NOT HPE Factory Installed/Pre-installed HPE iLO Essentials 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 <http://www.hpe.com/support/iLO5>.

³ When selecting factory pre-installed (#0D1) 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 pre-installed license.

Table 5: Advanced for BladeSystem > 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
512488-B21	Physical	1-year 24x7	No	NOT HPE Factory Installed/Pre-installed HPE iLO Advanced for BladeSystem 1-server License with 1yr Support on iLO Licensed Features
512488-B21 #0D1	Physical	1-year 24x7	Yes	HPE Factory Installed/Pre-installed HPE iLO Advanced for BladeSystem 1-server License with 1yr Support on iLO Licensed Features - Factory Installed/Pre-installed
BD502A	Physical	3-year 24x7	No	NOT HPE Factory Installed/Pre-installed HPE iLO Advanced for BladeSystem 1-server License with 3yr Support on iLO Licensed Features
BD502A #0D1	Physical	3-year 24x7	Yes	HPE Factory Installed/Pre-installed HPE iLO Advanced for BladeSystem 1-server License with 3yr Support on iLO Licensed Features - Factory Installed/Pre-installed
E6U60ABE	Electronic	1-year 24x7	No	NOT HPE Factory Installed/Pre-installed HPE iLO Advanced for BladeSystem Electronic License with 1yr Support on iLO Licensed Features
E6U63ABE	Electronic	3-year 24x7	No	NOT HPE Factory Installed/Pre-installed HPE iLO Advanced for BladeSystem 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 <http://www.hpe.com/support/iLO5>.

³ When selecting factory pre-installed (#0D1) 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 pre-installed license.

Table 6: Advanced for BladeSystem > Eight-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)	Description
512489-B21	Physical	1-year 24x7	No	NOT HPE Factory Installed/Pre-installed HPE iLO Advanced for BladeSystem 8-server License with 1yr 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>.

Table 7: Advanced for BladeSystem > 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
512490-B21	Physical	1-year 24x7	No	NOT HPE Factory Installed/Pre-installed HPE iLO Advanced for BladeSystem Flexible Quantity License with 1yr Support on iLO Licensed Features
BD503A	Physical	3-year 24x7	No	NOT HPE Factory Installed/Pre-installed HPE iLO Advanced for BladeSystem 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>.

Table 8: Advanced for BladeSystem > 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
512491-B21	Physical	1-year 24x7	No	NOT HPE Factory Installed/Pre-installed HPE iLO Advanced BladeSystem AKA Tracking License 1yr Support
BD504A	Physical	3-year 24x7	No	NOT HPE Factory Installed/Pre-installed HPE iLO Advanced BladeSystem AKA Tracking License 3yr Support

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.

Table 9: Advanced Premium Security Edition > Single-server - HPE Gen10 Servers with iLO 5

Product number	Delivery	Support term for licensed features ^{1,2}	Is this HPE factory installed/preinstalled? (the recommended option)	Description
Q7E31A	Physical	1-year 24x7	No	NOT HPE Factory Installed/Pre-installed HPE iLO Advanced Premium Security Edition License with 1yr Support on Licensed Features
Q7E31A #0D1	Physical	1-year 24x7	Yes	HPE Factory Installed/Pre-installed HPE iLO Advanced Premium Security Edition License with 1yr Support on Licensed Features - Factory Installed/Pre-installed

Table Continued

Product number	Delivery	Support term for licensed features ^{1,2}	Is this HPE factory installed/preinstalled? (the recommended option)	Description
Q7E33A	Physical	3-year 24x7	No	NOT HPE Factory Installed/Pre-installed HPE iLO Advanced Premium Security Edition License with 3yr Support on Licensed Features
Q7E33A #0D1	Physical	3-year 24x7	Yes	HPE Factory Installed/Pre-installed HPE iLO Advanced Premium Security Edition License with 3yr Support on Licensed Features - Factory Installed/Pre-installed
Q7E32AAE	Electronic	1-year 24x7	No	NOT HPE Factory Installed/Pre-installed HPE iLO Advanced Premium Security Edition Electronic License with 1yr Support on Licensed Features
Q7E34AAE	Electronic	3-year 24x7	No	NOT HPE Factory Installed/Pre-installed HPE iLO Advanced Premium Security Edition Electronic License with 3yr Support on 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>.

Table 10: Advanced Premium Security Edition > Flexible Quantity - HPE Gen10 Servers with iLO 5

Product number	Delivery	Support term for licensed features ^{1,2}	Is this HPE factory installed/preinstalled? (the recommended option)	Description
Q7E32A	Physical	1-year 24x7	No	NOT HPE Factory Installed/Pre-installed HPE iLO Advanced Premium Security Flex Qty License with 1yr Support on Licensed Features
Q7E34A	Physical	3-year 24x7	No	NOT HPE Factory Installed/Pre-installed HPE iLO Advanced Premium Security Flex Qty License with 3yr Support on 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>.

Table 11: Advanced Premium Security Edition > Pay as you go volume (AKA/ Tracking) -HPE Gen10 Servers with iLO 5

Product number	Delivery	Support term for licensed features ^{1,2}	Is this HPE factory installed/preinstalled? (the recommended option)	Description ^{3 4}
Q7E35A	Physical	1-year 24x7	No	NOT HPE Factory Installed/Pre-installed HPE iLO Advanced Premium Security AKA Tracking License with 1yr Support on Licensed Features
Q7E36A	Physical	3-year 24x7	No	NOT HPE Factory Installed/Pre-installed HPE iLO Advanced Premium Security AKA Tracking License 3yr Support on Licensed Features
Q7E12AAE	Electronic	3-year 24x7	No	NOT HPE Factory Installed/Pre-installed HPE iLO Advanced Premium Security UPGRADE Electronic License with 3yr Support on 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.
- ⁴ You have selected the iLO Advanced Premium Security Upgrade license. You MUST have an HPE Gen10 Server or later with iLO 5 or higher AND an iLO Advanced license already installed on the server.

Websites

Websites

General websites

Hewlett Packard Enterprise Information Library

www.hpe.com/info/EIL

Single Point of Connectivity Knowledge (SPOCK) Storage compatibility matrix

www.hpe.com/storage/spock

Storage white papers and analyst reports

www.hpe.com/storage/whitepapers

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

Related information

Website	Link
HPE Integrated Lights-Out (iLO) helpful links and resources	www.hpe.com/support/ilo-resource-ref-en
Activation Key Agreement (AKA)/Tracking License	www.hpe.com/info/aka
HPE iLO	http://www.hpe.com/info/ilo
HPE iLO Advanced License video	https://www.youtube.com/watch?v=8MTcDsS7yQY
HPE iLO Documentation	http://www.hpe.com/info/ilo/docs
HPE iLO Essentials License video	https://www.youtube.com/watch?v=bTSxlwy5010
HPE iLO Free Online Training	http://www.hpe.com/ww/iloBundle
HPE iLO Licensing	http://www.hpe.com/info/ilo/licensing
HPE iLO Licensing (Spanish)	https://www.youtube.com/watch?v=xYzIph2ZrUE&feature=youtu.be\h
HPE iLO Mobile App	http://www.hpe.com/info/ilo/mobileapp
HPE iLO Scripting and Command Line Guide	http://www.hpe.com/support/ilo4-cli-gde-en
HPE iLO Technical How-to Videos	http://www.hpe.com/info/ilo/videos
HPE Licensing Portal	https://myenterpriselicense.hpe.com
HPE ProLiant training	http://www.hpe.com/ww/learnproliant
HPE Technical Support	http://www.hpe.com/assistance

Support

HPE iLO licensing support contact addresses

NOTE:

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

Obtaining your Service Agreement ID (SAID), and accessing updates

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

When your license is registered on the **My License Portal**, you receive a Welcome to Support letter or email that includes your SAID, along with 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 Software updates and licensing portal (<http://www.hpe.com/downloads/software>).

Procedure

1. Go to the Hewlett Packard Enterprise Support Center at www.hpe.com/support/hpesc and log in using your HPE Passport account.
2. On the left navigation menu, click **Manage my contracts & warranties**.
3. Click **Link support agreements** and follow the instructions.

To access software updates if you have not yet linked your SAID to your HPE Passport account:

- Go to the Software updates and licensing portal at <http://www.hpe.com/downloads/software>, and sign in with your HPE Passport account.
- Select **Directly enter an SAID**, enter your SAID, and click **View available products**.

Support and other resources

Accessing Hewlett Packard Enterprise Support

- For live assistance, go to the Contact Hewlett Packard Enterprise Worldwide website:

<http://www.hpe.com/assistance>

- To access documentation and support services, go to the Hewlett Packard Enterprise Support Center website:

<http://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

www.hpe.com/support/hpesc

Hewlett Packard Enterprise Support Center: Software downloads

www.hpe.com/support/downloads

Software Depot

www.hpe.com/support/softwaredepot

- To subscribe to eNewsletters and alerts:

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:

www.hpe.com/support/AccessToSupportMaterials

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- ❗ **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.
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Customer self repair

Hewlett Packard Enterprise customer self repair (CSR) programs allow you to repair your product. If a CSR part needs to be replaced, it will be shipped directly to you so that you can install it at your convenience.

Some parts do not qualify for CSR. Your Hewlett Packard Enterprise authorized service provider will determine whether a repair can be accomplished by CSR.

For more information about CSR, contact your local service provider or go to the CSR website:

<http://www.hpe.com/support/selfrepair>

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

www.hpe.com/services/getconnected

HPE Proactive Care services

www.hpe.com/services/proactivecare

HPE Proactive Care service: Supported products list

www.hpe.com/services/proactivecaresupportedproducts

HPE Proactive Care advanced service: Supported products list

www.hpe.com/services/proactivecareadvancedsupportedproducts

Proactive Care customer information

Proactive Care central

www.hpe.com/services/proactivecarecentral

Proactive Care service activation

www.hpe.com/services/proactivecarecentralgetstarted

Warranty information

To view the warranty for your product or to view the *Safety and Compliance Information for Server, Storage, Power, Networking, and Rack Products* reference document, go to the Enterprise Safety and Compliance website:

www.hpe.com/support/Safety-Compliance-EnterpriseProducts

Additional warranty information

HPE ProLiant and x86 Servers and Options

www.hpe.com/support/ProLiantServers-Warranties

HPE Enterprise Servers

www.hpe.com/support/EnterpriseServers-Warranties

HPE Storage Products

www.hpe.com/support/Storage-Warranties

HPE Networking Products

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:

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:

www.hpe.com/info/reach

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

www.hpe.com/info/ecodata

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

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.