



Hewlett Packard
Enterprise

HPE Synergy Firmware Update Overview

Abstract

HPE Synergy releases firmware and driver updates through HPE Synergy Software Release Sets. This document provides Release Sets background information and the procedure for executing a Release Set update. It is intended for infrastructure, network, or server administrators that plan, configure, or manage data center hardware and software throughout its lifecycle.

Part Number: 874589-004
Published: December 2017
Edition: 1

Notices

The information contained herein is subject to change without notice. The only warranties for Hewlett Packard Enterprise products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. Hewlett Packard Enterprise shall not be liable for technical or editorial errors or omissions contained herein.

Confidential computer software. Valid license from Hewlett Packard Enterprise required for possession, use, or copying. Consistent with FAR 12.211 and 12.212, Commercial Computer Software, Computer Software Documentation, and Technical Data for Commercial Items are licensed to the U.S. Government under vendor's standard commercial license.

Links to third-party websites take you outside the Hewlett Packard Enterprise website. Hewlett Packard Enterprise has no control over and is not responsible for information outside the Hewlett Packard Enterprise website.

Acknowledgments

Intel[®], Itanium[®], Pentium[®], Intel Inside[®], and the Intel Inside logo are trademarks of Intel Corporation in the United States and other countries.

Microsoft[®] and Windows[®] are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.

UNIX[®] is a registered trademark of The Open Group.

Adobe[™] and Acrobat[™] are trademarks of Adobe Systems Incorporated.

Java[™] and Oracle[™] are registered trademarks of Oracle and/or its affiliates.

UNIX[™] is a registered trademark of The Open Group.

Mellanox[®], Mellanox logo, ConnectX[®], MLNX-OS[®], SwitchX[®], Virtual Protocol Interconnect[®] are registered trademarks of Mellanox Technologies, Ltd. For the most updated list of Mellanox trademarks, visit <http://www.mellanox.com/page/trademarks>.

All other trademarks are property of their respective owners.

Contents

Firmware and Drivers Update Overview.....	4
Introduction to HPE Synergy firmware and drivers.....	4
HPE Synergy simplified firmware and driver distribution.....	4
Firmware update method.....	6
Update the firmware.....	6
Update the firmware for HPE Synergy Composer.....	6
Update an Image Streamer appliance.....	8
Update the firmware for shared infrastructure and compute modules.....	9
Component types in a logical enclosure.....	9
Update firmware from a logical enclosure.....	10
About firmware repositories.....	10
Component-specific firmware and driver update methods.....	13
Update HPE Synergy Composer and HPE OneView only.....	13
Update HPE Synergy Image Streamer only.....	13
Update shared infrastructure.....	13
Update compute modules.....	14
Documentation and troubleshooting resources for HPE Synergy.....	15
HPE Synergy documentation.....	15
HPE Synergy Frame Link Module User Guide.....	15
HPE OneView User Guide for HPE Synergy.....	15
HPE Synergy Image Streamer User Guide.....	15
Best Practices for HPE Synergy Firmware and Driver Updates.....	15
HPE Synergy Glossary.....	15
HPE OneView Help, HPE OneView REST API Scripting Help, and HPE OneView API Reference.....	16
HPE Synergy document overview (documentation map).....	16
Websites.....	18
Support and other resources.....	19
Accessing Hewlett Packard Enterprise Support.....	19
Accessing updates.....	19
Customer self repair.....	20
Remote support.....	20
Warranty information.....	20
Regulatory information.....	21
Documentation feedback.....	21

Firmware and Drivers Update Overview

Introduction to HPE Synergy firmware and drivers

HPE Synergy Composer powered by HPE OneView provides reliable and simplified firmware and driver management across HPE Synergy components. HPE OneView manages firmware to reduce manual interactions and errors, in addition to minimizing downtime.

Using the firmware management features built in to HPE OneView, you can define firmware baselines and perform firmware updates across many resources.

HPE Synergy simplified firmware and driver distribution

HPE Synergy is releasing firmware and driver updates through HPE Synergy Software Release Sets. The Release Sets define the versions of HPE Synergy Composer, HPE Synergy Image Streamer, and the HPE Synergy Custom SPP (Service Pack for ProLiant) bundle that must be used together, eliminating the need to track and update individual firmware and drivers for your HPE Synergy system.

CAUTION:

Before installing HPE Synergy Gen10 compute modules in an HPE Synergy 12000 Frame managed by HPE OneView 3.0, you must update your system to HPE Synergy Software Release Set version 3.10.Gen10.20170721 (or later) to ensure proper functionality and support for the HPE Synergy Gen10 compute modules.

In addition, HPE recommends that you use Gen10-based release sets for all configurations. Gen10 compute modules require release sets with a naming convention of **<x.xx.GEN10.xxxxx>**.

To access Release Sets, go to www.hpe.com/downloads/synergy. Each release set is identified with the date the Release Set was posted to this web site.

Each Release Set contains HPE Synergy firmware and drivers qualified and released as HPE Synergy Release Sets. These Release Sets contain the following:

- HPE Synergy Composer firmware bundle, including HPE OneView
 - Includes an update bundle and/or a re-image file.
- HPE Synergy Image Streamer firmware bundle
 - Includes an update bundle and/or re-image file.
- HPE Synergy Custom SPP Bundle
 - A subset of the full SPP that is contoured for HPE Synergy.
 - Includes all hotfixes that apply to the HPE Synergy solution.
- Links to firmware for non-HPE OneView managed switches.

NOTE: There are additional web pages that you will have to either enter your credentials on or select additional links. Please continue through these pages until you get to the applicable feature set page.

Each Release Set is tested to verify the versions of all the components work together. Hewlett Packard Enterprise recommends that HPE Synergy systems be updated with the most current Release Sets every 12 months, at minimum.

There are times where components will be in lockstep. Lockstep is where one version of a component requires a particular version of different components. These lockstep instances are represented in applicable Release Sets. Additionally, lockstep instances can occur when a system is not compliant with a particular Release Set and there are known negative reactions between these Release Set versions and the components themselves. HPE has given testing priority to Release Sets to ensure lockstep instances are captured.

Firmware update method

Update the firmware

The following components require updates:

- HPE Synergy Composer
- HPE Synergy Image Streamer
- Shared infrastructure (Frame Link modules, interconnect modules, SAS connection modules, and SAS drive enclosures)
- Compute modules



IMPORTANT:

Hewlett Packard Enterprise recommends that you update the components in the following order:

1. HPE Synergy Composer
2. HPE Synergy Image Streamer
3. Shared infrastructure and compute modules

Best Practice: Before loading a new custom SPP bundle into HPE OneView, verify that adequate capacity is available on the HPE Synergy Composer.

Procedure

1. Download the release set from <http://www.hpe.com/downloads/synergy>.
2. Ensure that you have fulfilled all critical prerequisites.
3. Perform a backup of your HPE Synergy components before updating your firmware.
4. **Update the firmware for HPE Synergy Composer.**
5. **Update an Image Streamer appliance.**
6. **Update shared infrastructure and stage firmware on compute modules** using the orchestrated update method initiated through a logical enclosure. For more information about logical enclosure components, see *HPE OneView Help for HPE Synergy*.
Although you may already have components at the Release Set level, ensure the end result of your updates is a qualified Release Set. For information on updating firmware for individual components, see **Component-specific firmware and driver update methods.**
7. Reboot during a maintenance window to activate firmware on compute modules or use the **Schedule** function to schedule the activation for a specific date and time. For more information, see the Firmware section of the *HPE OneView Help for HPE Synergy*.

Update the firmware for HPE Synergy Composer

Important considerations for updating a high availability appliance cluster:

- This operation updates the software and firmware for both the active appliance and the standby appliance.
- The update operation is not allowed if the standby appliance is not accessible.
- Be mindful that while a clustered appliance is updating, it is not highly available and that it will not be highly available until both cluster members are updated and synchronized.
- The active appliance is updated first. If that update is successful, the standby appliance is then updated.
- The active appliance will be available after it has been updated and while the standby appliance is being updated as a background process. The status of the standby appliance update is shown in the Activity page as an `Update appliance` task.
- Changes to networking parameters are not allowed during the update operation.

NOTE:**Browser considerations**

- If you want to upload an image file larger than 4 GB through the UI, you must use a Firefox or Chrome browser. The file size limitations of Internet Explorer prevent large data transfers.
- If you do not have access to a Firefox or Chrome browser, or if you prefer to perform the file upload from a command line, you can use the documented REST calls to upload the file from a Windows or Linux command line. After uploading the image file using REST calls, you can then use any supported browser to install the update from the UI.

The restart does not disrupt the operation of the systems under management, but it does close the management console.

For more information, see the topics about appliance updates in the *HPE OneView Help for HPE Synergy* at <http://www.hpe.com/info/synergy-docs>.

Prerequisites

- Minimum required privileges: Infrastructure administrator, Software administrator.
- Before you start the appliance update, ensure that no other users are logged in to the appliance and that no one logs in during the update.
- Create and download a backup file before updating the appliance. For more information, see the topics about creating and backing up files in the *HPE OneView Help for HPE Synergy* at <http://www.hpe.com/info/synergy-docs>.
- Upgrade all iPDU power delivery devices managed by HPE OneView to a minimum firmware version of 2.0.22.12. Hewlett Packard Enterprise recommends upgrading to the latest available firmware version.

Procedure

1. Download the HPE Synergy Composer bundle from the applicable Release Set at <http://www.hpe.com/downloads/synergy>.

The amount of time required for the download depends on the content delivered in the image file and the speed of your network connection. Perform the update process during nonpeak hours.

2. To upload the image file from your local computer to the appliance, do one of the following:
 - a. Drag the image file from a folder on your local computer and drop it in the box on the **Update Appliance** screen.

NOTE: Some versions of Microsoft Internet Explorer do not support this method.

- b. Click **Browse**, browse to the image file, and select it.

The appliance validates the image file after you upload it.

If the image file is invalid or if there is insufficient disk space, the appliance deletes the image file and displays the errors.

3. Upload the image file to the appliance. You can install it immediately or at a later time.

- To upload the image file and install it immediately, choose **Select an update image** and click **Upload and install**.
- To upload the image file now but install at a later time, choose **Select an update image** and click **Update only**.
- To install an uploaded image file:
 - a. Choose **Update from uploaded image** and verify that it is the correct image file. Otherwise, browse to select it.
 - b. Click **End User License Agreement** and **Written Offer**.

Review the terms and accept them.
 - c. Click **Update**.

4. View the status and progress of the update with the progress bar.

5. After the appliance resumes activity, view its associated messages by accessing the Activity screen, locating the `Update appliance` task, and clicking it.

The appliance is restarted during the update. The services are brought up after the restart. For a high availability clustered appliance, the updates occur in sequence, first to the active appliance and then to the standby appliance.

6. Verify the operation by examining the Firmware version and date. For more information, see the topic about appliance panel screen details in the *HPE OneView Help for HPE Synergy* at <http://www.hpe.com/info/synergy-docs>.

If the update is successful, the appliance restarts. After restarting, the appliance returns to the login screen. Log in to the appliance. The new appliance version is displayed in the **Settings** screen. If the installation fails, the appliance reverts back to its previous state, then restarts.

Update an Image Streamer appliance

Prerequisites

- You must be logged in as an Infrastructure administrator to update an appliance.
- Ensure that the post-upgrade Image Streamer appliance version is compatible with the HPE Synergy Composer version in use. For information about version compatibility between the Image Streamer appliance and HPE Synergy Composer, please see *Appliance Requirements* section in *HPE Synergy Image Streamer Support Matrix* available at the [Hewlett Packard Enterprise Information Library](#).

- Download the update file of .bin format to your local computer from the appropriate Release Set for Image Streamer at <http://www.hpe.com/downloads/synergy>.
- Ensure that you have a backup of the appliance that is undergoing an update.
- Ensure that the Management and Storage cluster status is OK. From the storage section on the **Deployment Appliances** page, ensure that all OS volumes are in the OK state. The OS volumes in the Synchronizing/Restripping state will become OK after few minutes.

Procedure

1. From the main menu, select **Deployment Appliances**.
2. From the **Deployment Appliances** screen, click **Actions** and select **Update appliance**.
3. Perform one of the following:
 - a. Select **Select an update image** to upload an update image.
 - b. Drag and drop the required .bin file or click **Browse** to select a file.
 - Click **Upload and install** to upload and install an image. Once the upload is complete, a dialog appears. Click **Update** to update the appliance.
 - Click **Upload only** to just upload the image on the appliance. This operation does not initiate the update process.
 - c. Click **Update from uploaded image** to use a previously uploaded image for updating the appliance.

Click **Update** to perform the appliance update.

For information about the various update scenarios and possible reasons for an update failure, see *HPE Synergy Image Streamer User Guide* available at the [Hewlett Packard Enterprise Information Library](#).

Update the firmware for shared infrastructure and compute modules

Hewlett Packard Enterprise recommends that you update shared infrastructure and compute modules by initiating the update process through a logical enclosure. From the logical enclosure, you can update HPE Synergy Frame Link Modules, interconnect modules, SAS connection modules, SAS drive enclosures, and the compute modules and their associated server profiles to set the firmware to a specified baseline.

To update both shared infrastructure and compute modules, choose **shared infrastructure and profiles** as the firmware update option in the **Update firmware** page of a logical enclosure. For nondisruptive firmware update of interconnects, choose **Orchestrated** as the type of firmware activation for **Logical interconnect activation**.

For more information on the complete procedure to update firmware from a logical enclosure, see the topic, "Update firmware from a logical enclosure" in the *HPE OneView Help for HPE Synergy*, at <http://www.hpe.com/info/synergy-docs>.

Component types in a logical enclosure

Each logical enclosure can include the following component types:

- Shared infrastructure

- Frame link modules
 - Interconnect modules
 - SAS connection modules
 - SAS drive enclosures
- Compute modules

For a current list of specific components, see the *HPE OneView Support Matrix for HPE Synergy* at www.hpe.com/info/synergy-docs.

Update firmware from a logical enclosure

NOTE:

When a logical enclosure firmware update is in progress, do not initiate a firmware update from a logical interconnect that is part of that logical enclosure.

Prerequisites

- Privileges: Infrastructure administrator or Server administrator
- One or more SPPs are added to the appliance firmware repository. For more information about using firmware repositories, see [About firmware repositories](#).
- Power off any servers that do not have server profiles or that have been set to offline mode or managed manually in the server profile.
- To update Frame Link Modules or interconnect modules, ensure that the Image Streamer appliance cluster health and OS volume status are **OK**. For more information, see the cluster configuration topic in the *HPE Synergy Image Streamer Help* at <http://www.hpe.com/info/synergy-docs>.

Procedure

1. From the main menu, select **Logical Enclosures**.
2. In the master pane, select the enclosure on which you want to update a firmware bundle.
3. Select **Actions > Update firmware**.
4. Enter the data requested on the screen.
5. Click **OK**.

As the update progresses, if any one component of the update fails, the logical enclosure update will fail.

6. Verify that the new firmware baseline is listed in the details pane of the **Logical Enclosures** screen.

About firmware repositories

A firmware repository enables you to store firmware bundles and deploy them across your environment. Selecting a firmware bundle from the repository displays its release date, supported languages and operating systems, and the bundle components. The screen also displays the amount of storage space available for additional firmware bundles on the appliance. You cannot add a firmware bundle that is larger than the amount of space available in the repository.

Two types of repositories are supported:

- **Internal Repository:** An internal embedded firmware repository has a maximum size limit of 12 GB to store and upload firmware bundles for use by components managed by HPE OneView.

NOTE:

You cannot add, edit, or remove the internal repository.

- **External Repository:** An additional externally managed HTTP/HTTPS web server can be added to the appliance as a repository. It is a user-maintained HTTP/HTTPS web server. You can upload firmware bundles in a specific directory and then register the HTTP/HTTPS server with HPE OneView. This functionality is supported for Linux and Windows systems.

The recommended types of external web servers to use with the repository follow:

- Apache
- Internet Information Services (IIS)

NOTE:

Only one external repository can be added.

An alert displays on the repository screen if you exceed the maximum storage space configured when setting up the external repository.

Do not change the name of an SPP in the external repository during a firmware update; this will cause the update to fail.

More information

See the topic about installing and configuring a web-based external firmware repository in the **HPE OneView User Guide for HPE Synergy** version 3.1 and later.

Add an external repository

Prerequisites

- Privileges: Network administrator, Server administrator, or Infrastructure administrator.

NOTE:

Network administrator or Server administrator can only add the external repositories with HTTP. To add the external repository with HTTPS, Infrastructure administrator has to import certificate to HPE OneView before adding the external repository.

- External server is set up and ready to receive firmware bundles.

Procedure

1. From the main menu, select **Settings**.
2. Click **+ Add Repository** in the master pane of **Repository** or select **Actions**→**Add**.
3. Enter the data requested in the **Add or edit repository** screen.

4. Click **Ok**.
5. Verify that the repository has been added in the master pane.

For more information, see the topics on installing and configuring a web-based external firmware repository for Windows and Linux in the *HPE OneView Help for HPE Synergy*.

Edit an external repository

Prerequisites

Required privileges: Network administrator, Server administrator, or Infrastructure administrator.

Procedure

1. From the main menu, select **Settings**.
2. In the master pane of **Repository**, select the repository to edit.
3. Either click the **Edit** icon in the **Repository** panel or select **Actions**→**Edit**.
4. Enter the data requested in the **Add or edit repository** screen.
5. Click **Ok**.
6. Verify that your changes have been made in the details pane.

Remove an external repository

Prerequisites

- Required privileges: Infrastructure administrator.
- Any server profile that is configured to use a firmware bundle residing in the external repository must not be in “staging” state.

Procedure

1. From the main menu, select **Settings** and click **Repository**.
2. In the master pane, select the repository to remove.
3. Select **Actions**→**Remove**.

If the external repository has firmware bundles that are associated with different resources, a message is displayed with the information that removing a firmware bundle will disable firmware updates for the resources associated with it and also, displays the names of the resources. The list can be expanded to view the individual resources.

- a. Click **Yes, remove** to remove the external repository.
 - b. Click **Cancel** to exit from the **Remove** screen without removing the external repository.
4. Verify that the external repository has been removed from the master pane.

Component-specific firmware and driver update methods

❗ IMPORTANT:

Although you may already have components at the Release Set level, ensure the end result of your updates is a qualified Release Set.

For HPE Synergy Composer and HPE Synergy Image Streamer, go to the Release Set page, which will guide you to the HPE Support Center for further guidance on component firmware updates within the Release Set.

Firmware updates require a minimum initial Release Set of 3.10.Gen10.20170721 or later. Check the Release Set page for any upgrade path restrictions at <http://www.hpe.com/info/synergy-docs>.

The following sections describe the update process for individual components.

Update HPE Synergy Composer and HPE OneView only

You can upgrade directly from any HPE OneView version to any other higher version of HPE OneView, provided the HPE Synergy Composer version is 3.10.04 or later.

For more information about the update process, see the *HPE OneView User Guide for HPE Synergy* at <http://www.hpe.com/info/synergy-docs>.

Update HPE Synergy Image Streamer only

You can directly update from any HPE Synergy Image Streamer version to any other higher version of HPE Synergy Image Streamer. To update the Image Streamer appliance, be sure the appliance is running version 3.10.02 at a minimum before updating to any future version.

For more information about the update process, see the *HPE OneView User Guide for HPE Synergy* at <http://www.hpe.com/info/synergy-docs>.

Update shared infrastructure

You can choose to update one or more components of the shared infrastructure, that is, frame link modules, interconnect modules, serial attached SCSI (SAS) connection modules, and SAS drive enclosures, which are common to all the compute modules in an enclosure.

- **Update only the shared infrastructure from a logical enclosure:** To update only the shared infrastructure components configured in the logical enclosure, select the option **Shared Infrastructure** when configuring the firmware update option for the logical enclosure.
- **Update only the HPE Synergy Frame Link Modules from a logical enclosure:** To update only the HPE Synergy Frame Link Modules from a logical enclosure, select **Frame link modules only** as the firmware update option for a logical enclosure.
- **Update only interconnects from a logical interconnect:** You can apply an HPE Synergy Custom SPP from a Release Set to a logical interconnect, which results in all associated interconnects having the same firmware baseline. This operation, by default, updates firmware only on those member interconnects that are running a different version of firmware, and ignores the interconnects that are running the same firmware version.

For more information and the complete procedures, see the topics about updating firmware for logical interconnects within enclosures and updating firmware from logical enclosures in the *HPE OneView Help for HPE Synergy* at <http://www.hpe.com/info/synergy-docs>.

Update compute modules

Update compute modules through server profile or server profile template

You can choose to update the firmware for a specific compute module using its server profile or server profile template.

To update the firmware for a specific compute module, edit the existing server profile or server profile template or create a new server profile or server profile template and specify the version of the SPP.

For more information on the complete procedure to update compute modules, see the topics about updating with a server profile or server profile template in the *HPE OneView Help for HPE Synergy* at <http://www.hpe.com/info/synergy-docs>.

Update firmware for compute modules through server profile using HPE Synergy Image Streamer

1. Update firmware and drivers on one compute module using an existing golden image through server profile.
2. Set SUT mode to **Auto Stage** for Windows and Linux systems, and **Auto Deploy** for VMware ESXi systems.
3. Capture the volume from the compute module which contains the new or updated golden image.
4. Copy one or more deployment plans that use the original golden image, and then specify the new or updated golden image.
5. Edit server profiles to use the new or copied deployment plan and select the **Firmware only** option for the firmware update.

For more information on creating golden images and deployment plans, see the *HPE Synergy Image Streamer Help*.

Documentation and troubleshooting resources for HPE Synergy

HPE Synergy documentation

The Hewlett Packard Enterprise Information Library (www.hpe.com/info/synergy-docs) is a task-based repository. It includes installation instructions, user guides, maintenance and service guides, best practices, and links to additional resources. Use this website to obtain the latest documentation, including:

- Learning about HPE Synergy technology
- Installing and cabling HPE Synergy
- Updating the HPE Synergy components
- Using and managing HPE Synergy
- Troubleshooting HPE Synergy

HPE Synergy Frame Link Module User Guide

The *HPE Synergy Frame Link Module User Guide* is in the Hewlett Packard Enterprise Information Library (www.hpe.com/info/synergy-docs). It outlines frame link module management, configuration, and security.

HPE OneView User Guide for HPE Synergy

The *HPE OneView User Guide for HPE Synergy* is in the Hewlett Packard Enterprise Information Library (www.hpe.com/info/synergy-docs). It describes resource features, planning tasks, configuration quick start tasks, navigational tools for the graphical user interface, and more support and reference information for HPE OneView.

HPE Synergy Image Streamer User Guide

The *HPE Synergy Image Streamer User Guide* is in the Hewlett Packard Enterprise Information Library (www.hpe.com/info/synergy-docs). It describes the OS deployment process using Image Streamer, features of Image Streamer, and purpose and life cycle of Image Streamer artifacts. It also includes authentication, authorization, and troubleshooting information for Image Streamer.

Best Practices for HPE Synergy Firmware and Driver Updates

The *Best Practices for HPE Synergy Firmware and Driver Updates* is in the Hewlett Packard Enterprise Information Library (www.hpe.com/info/synergy-docs). It provides information on recommended best practices to update firmware and drivers through HPE Synergy Composer, which is powered by HPE OneView.

HPE Synergy Glossary

The *HPE Synergy Glossary*, in the Hewlett Packard Enterprise Information Library (www.hpe.com/info/synergy-docs), defines common terminology associated with HPE Synergy.

HPE OneView Help, HPE OneView REST API Scripting Help, and HPE OneView API Reference

The *HPE OneView Help*, the *HPE OneView REST API Scripting Help*, and the *HPE OneView API Reference* are readily accessible, embedded online help available within the HPE OneView user interface. These help files include “Learn more” links to common issues, as well as procedures and examples to troubleshoot issues within HPE Synergy.

The help files are also available in the Hewlett Packard Enterprise Information Library (www.hpe.com/info/synergy-docs).

HPE Synergy document overview (documentation map)

www.hpe.com/info/synergy-docs

Planning

- *HPE Synergy 12000 Frame Site Planning Guide*
- *HPE Synergy Configuration and Compatibility Guide*
- *HPE OneView Support Matrix for HPE Synergy*
- *HPE Synergy Image Streamer Support Matrix*
- *Setup Overview for HPE Synergy*
- *HPE Synergy Software Overview Guide*

Installing hardware

- *HPE Synergy Start Here Poster (included with frame)*
- *HPE Synergy 12000 Frame Setup and Installation Guide*
- *Rack Rails Installation Instructions for the HPE Synergy 12000 Frame (included with frame)*
- *HPE Synergy 12000 Frame Rack Template (included with frame)*
- Hood labels
- User guides
- *HPE Synergy Cabling Interactive Guide*
- *HPE OneView Help for HPE Synergy — Hardware setup*

Configuring for managing and monitoring

- *HPE OneView Help for HPE Synergy*
- *HPE OneView User Guide for HPE Synergy*
- *HPE OneView API Reference for HPE Synergy*
- *HPE OneView REST API Scripting Help for HPE Synergy*
- User Guides

Managing

- *HPE OneView User Guide for HPE Synergy*
- *HPE Synergy Image Streamer Help*
- *HPE Synergy Image Streamer User Guide*
- *HPE Synergy Image Streamer API Reference*
- *HPE Synergy Image Streamer deployment workflow*
- *HPE Synergy Frame Link Module User Guide*

Monitoring

- *HPE OneView User Guide for HPE Synergy*
- *HPE OneView Global Dashboard User Guide*

Maintaining

- Product maintenance and service guides
- *Best Practices for HPE Synergy Firmware and Driver Updates*
- *HPE OneView Help for HPE Synergy*
- *HPE OneView User Guide for HPE Synergy*
- *HPE Synergy Appliances Maintenance and Service Guide for HPE Synergy Composer and HPE Synergy Image Streamer*

Troubleshooting

- HPE OneView alert details
- *HPE Synergy Troubleshooting Guide*
- *Error Message Guide for HPE ProLiant Gen10 servers and HPE Synergy*
- *Integrated Management Log Messages and Troubleshooting Guide for HPE ProLiant Gen10 and HPE Synergy*
- *HPE OneView API Reference for HPE Synergy*
- *HPE Synergy Image Streamer API Reference*

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](#)**.

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

! **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.

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.