



Hewlett Packard
Enterprise

HPE Support Center

User Guide

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Overview

Hewlett Packard Enterprise (HPE) Support Center provides support information and features for most HPE enterprise products.

Use this document to learn how to use the features such as searching the site, finding product documentation, downloading drivers and other software, and getting help from HPE.

Get Started with HPE Support Center

To access your service entitlements and receive personalized access, sign into the [HPE Support Center](#) portal.

Step 1: Create an HPE Passport Account or sign in using your HPE Passport Account.

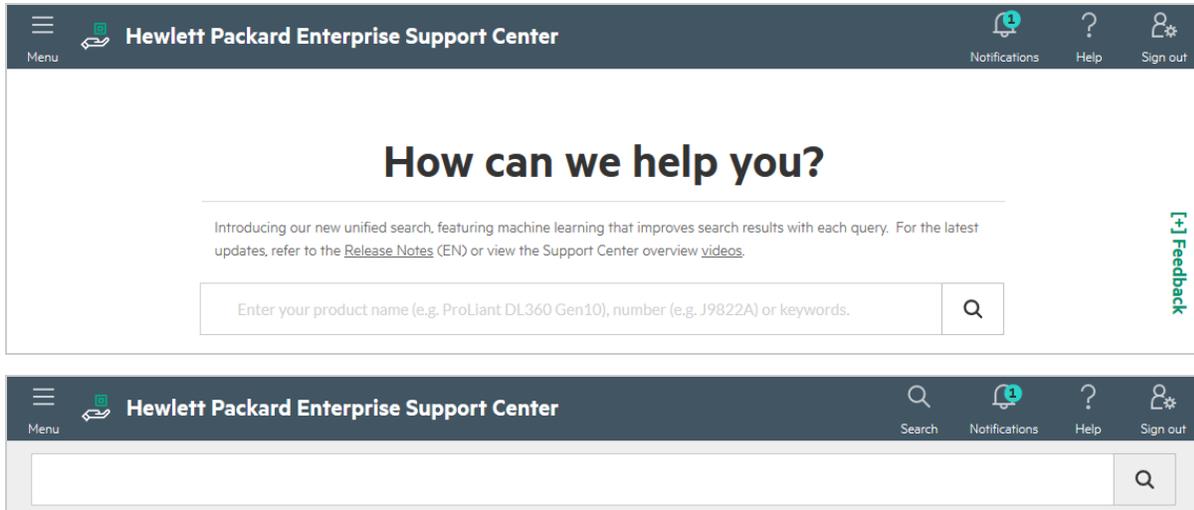
Step 2: [Link your support contracts or product serial numbers](#) to enable your services to your account.

Use [search](#) to access your documents, drivers and firmware, and use the main menu to access tools available to you.

For additional assistance, visit the [Site help](#) to assist you with step-by-step instructions for all of the HPE Support Center tools and resources.

Search

Access search from the HPE Support Center home page or by clicking the magnifying glass icon in the upper right of any other page.

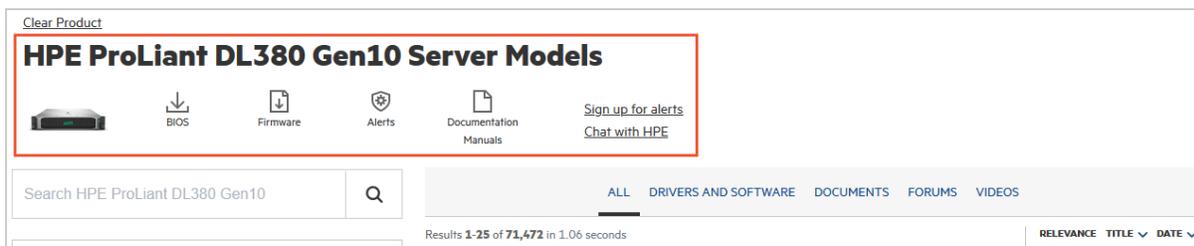


The most efficient way to find [drivers and software](#), [documents](#), [forum solutions](#) and [videos](#) is to use the search to identify a specific product, and then select the appropriate tab in the search results. You can also search by [keyword](#), but this typically returns larger search results.

For a video demonstration of the HPE Support Center search, see: media.now.hpe.com/mp.aspx?key=MNKKJSLDEL&eid=KKMNPJHMH

Search tips

The search database contains thousands of drivers, software, and documents. Searching by keyword gives much more general results and many more results. If you are seeing too many results, HPE recommends you search for and select a specific product instead. You will know you have a specific product selected when that product is listed at the top of the search results page.



Use the following search strategies to improve your search results:

- **Choose a product:** As you type, the search suggests possible product matches under the *Suggested Products* heading. If you see your product listed, click it to go directly to the product page. If your product is not listed, refine your search terms, use [search operators](#), or click the search icon to go to the search results where you can filter the results.

If you do not select a product in the suggested products, you can view a list of possible products on the *Products* tab on the search results page. Use the *Product Type* filter on the left to reduce the number of results.

- **Search by keyword within a product page:** Once you have selected a product, the product name appears at the top of the results page. To search within that specific product, use the search box under the product name. Use this technique to reduce the number of search results.

To search the entire HPE Support Center, click the search icon in the page header, and enter your search terms in the search box that appears.

- **Use the filters:** On the left of any search results page or product page there are filters that can be selected to reduce the number of search results.

- **Search with partial words or synonyms:**

If you do not know the full name of what you are searching for, you can search using:

- Strings that are partial words. For example, a search for HPESBUX returns results such as HPSBUX02587 and HPESBUX03699.
- Strings that are synonymous with each other. For example, searching on iLO also matches Integrated Lights Out.

Search also recognizes:

- Special characters. For example, date strings that include hyphens.
 - Suffix stemming. For example, searching on installations finds install and installer.
 - Misspelled words. For example, searching on porliant finds proliant.
- **Use search operators:** Use search operators when you do not know the full name of your product or to narrow your search.

Search operators

Query syntax example	Returns all items	Example
term	containing term	ProLiant
term1 term2	containing either term1 or term2 This is the behavior for the first few search terms. When a higher number of search terms are provided, the search must match a subset of the terms. For example, when six terms are provided, the search may return results that match at least two of the terms.	ProLiant DL360
"term1 term2 term3"	containing exactly the phrase between double quotes	"Proliant DL380 Gen9"

Search operators , continued

Query syntax example	Returns all items	Example
'term1 term2 term3'	containing term1, term2, or term3 This is the behavior for the first few search terms. When a higher number of search terms are provided, the search must match a subset of the terms. For example, when six terms are provided, the search returns results that match at least two of the terms. Note: Single quotes are not handled the same as double quotes. Single quotes are interpreted as any other alphanumerical character.	'Proliant DL380 Gen9'
term*	containing term or any word starting with term and ending with any characters	Proliant DL*
+term	containing exactly term, not other words sharing the same root	+Gen10
term1 OR term2	containing either term1 or term2	Proliant DL360 OR DL380
term1 AND term2	containing both term1 and term2	Proliant AND DL360
term1 NOT term2 term1 -term2	containing term1 but not term2	Proliant DL360 NOT DL380
term1 NEAR:n term2	in which term1 and term2 are no more than n terms apart	Proliant NEAR:2 DL360

Search for drivers and software

To find drivers and software for your product, complete the following steps:

1. In the search box, begin to type a product name or product number. As you type, the search suggests products and keywords, so watch the screen as you type to save keystrokes. At the top, under the *Suggested Products* heading, it suggests specific product results. If you click an item under *Suggested Products* you go to that specific product page. If you select a keyword, you receive general search results for those keywords.

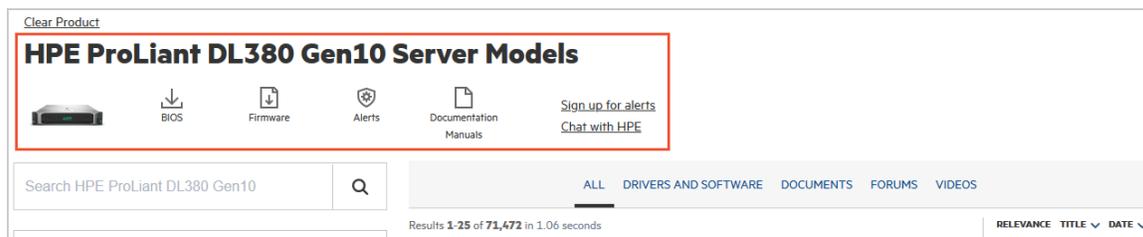
If you do not see your product listed under *Suggested Products*, refine your search criteria or see ["Search tips" on page 7](#).

2. Based on the results of the search text you entered, you can open the product page in one of two ways:
 - **Option 1:** If your product appears in the *Suggested Products* list, click its name.
 - **Option 2:** You do not see your product listed in the suggested results list. Either modify your search text so you can use *Option 1*, or press the **Enter** key, which will perform a keyword search on all products and show results under the *All* tab.

Note: If you are on the keyword results page, you have not selected a specific product. Therefore the *Drivers and Software, Documents, Forums* and *Videos* tabs display results for **all** matches for the search text instead of results for a specific product. For best search results, make sure you are on a product page (see next step).

On the keyword results page, click the **Products** tab to select a specific product. If you still do not see your product listed, use the *Product Type* filter on the left or add more specific search text.

3. You should now be on a product page. To verify you are on a product page, make sure the product appears at the top of the page:



Click the **Drivers and Software** tab. You can also use the quick links under the product name to go directly to specific types of software, such as *BIOS* or *Firmware*.

4. On the right pane is a list of the drivers and software available for your product. In the top right of the search results, you can sort the results by *Relevance, Software Type* or *Date*. You can also view the results in *List* or *Table* format. If the search results list is long, use the filters on the left to reduce the number of results. You can filter the results by:

- Operating Environment Type
- Operating Environment Subtype
- Software Type
- Software Subtype
- Severity
- Date
- Custom Date Range

The filters you have selected appear at the top of the search results. Remove the filter by clicking the X.

You can also refine the search results by adding additional search terms in the search box under the product name. This will only search within the specific product you have selected.

To view more information about a search result, click the **More Details** link. Also note the *Severity* column, which indicates critical software updates.

The search results displays 25 results per page by default. If you want to change the number of results, scroll to the bottom of the results list and select an additional number of results to display: 10, 25, 50, or 100 results. Or navigate to the next page.

- When you have found the driver or software you need, click the *Title* to go to a page where you can download and view more information about the package.

For more details about downloading software, see [Download Software](#).

Search for documents

To find documents for your product, complete the following steps:

- In the search box, begin to type a product name or product number. As you type, the search suggests products and keywords, so watch the screen as you type to save keystrokes. At the top, under the *Suggested Products* heading, it suggests specific product results. If you click an item under *Suggested Products* you go to that specific product page. If you select a keyword, you receive general search results for those keywords.

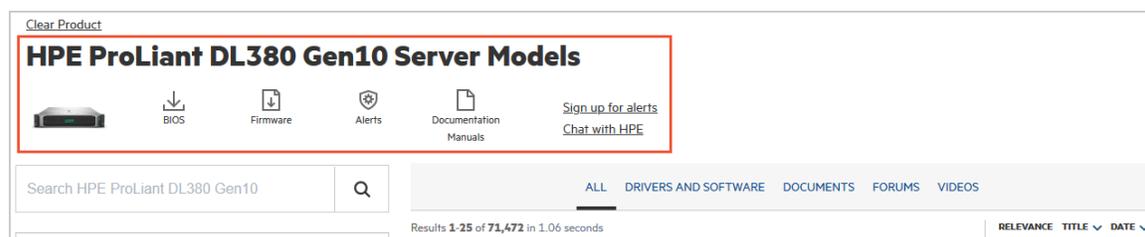
If you do not see your product listed under *Suggested Products*, refine your search criteria or see ["Search tips" on page 7](#).

- Based on the results of the search text you entered, you can open the product page in one of two ways:
 - Option 1:** If your product appears in the *Suggested Products* list, click its name.
 - Option 2:** You do not see your product listed in the suggested results list. Either modify your search text so you can use *Option 1*, or press the **Enter** key, which will perform a keyword search on all products and show results under the *All* tab.

Note: If you are on the keyword results page, you have not selected a specific product. Therefore the *Drivers and Software*, *Documents*, *Forums* and *Videos* tabs display results for **all** matches for the search text instead of results for a specific product. For best search results, make sure you are on a product page (see next step).

On the keyword results page, click the **Products** tab to select a specific product. If you still do not see your product listed, use the *Product Type* filter on the left or add more specific search text.

- You should now be on a product page. To verify you are on a product page, make sure the product appears at the top of the page:



Click the **Documents** tab. You can also use the quick links under the product name to go directly to specific types of documents, such as *Alerts* or *Documentation Manuals*.

- On the right pane is a list of the documents available for your product. In the top right of the search results, you can

sort the results by *Relevance*, *Title* or *Date*. You can also view the results in *List* or *Table* format.

If the search results list is long, use the filters on the left to reduce the number of results. You can filter the results by:

- Document Type
- Document Subtype
 - Security Bulletin Category—available when "Security Bulletin" is selected in the Document Subtype filter.
- Language
- Ratings
- Date
- Custom Date Range

The filters you have selected appear at the top of the search results. Remove the filter by clicking the X.

You can also refine the search results by adding additional search terms in the search box under the product name. This will only search within the specific product you have selected.

To view more information about a search result, click the **More Details** link.

The search results displays 25 results per page by default. If you want to change the number of results, scroll to the bottom of the results list and select an additional number of results to display: *10*, *25*, *50*, or *100* results. Or navigate to the next page.

5. When you have found the document you need, click the *Title* to view the document or click the *Share* icon to email the document.

Search forums

To find HPE Community forum discussions about issues with your product, complete the following steps:

1. In the search box, begin to type a product name or product number. As you type, the search suggests products and keywords, so watch the screen as you type to save keystrokes. At the top, under the *Suggested Products* heading, it suggests specific product results. If you click an item under *Suggested Products* you go to that specific product page. If you select a keyword, you receive general search results for those keywords.

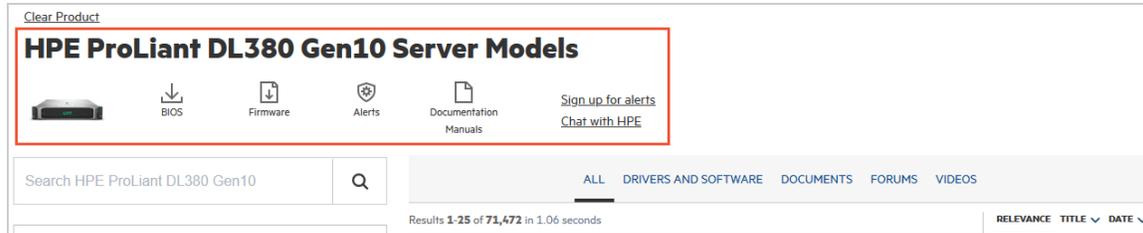
If you do not see your product listed under *Suggested Products*, refine your search criteria or see ["Search tips" on page 7](#).

2. Based on the results of the search text you entered, you can open the product page in one of two ways:
 - **Option 1:** If your product appears in the *Suggested Products* list, click its name.
 - **Option 2:** You do not see your product listed in the suggested results list. Either modify your search text so you can use *Option 1*, or press the **Enter** key, which will perform a keyword search on all products and show results under the *All* tab.

Note: If you are on the keyword results page, you have not selected a specific product. Therefore the *Drivers and Software*, *Documents*, *Forums* and *Videos* tabs display results for **all** matches for the search text instead of results for a specific product. For best search results, make sure you are on a product page (see next step).

On the keyword results page, click the **Products** tab to select a specific product. If you still do not see your product listed, use the *Product Type* filter on the left or add more specific search text.

- You should now be on a product page. To verify you are on a product page, make sure the product appears at the top of the page:



Click the **Forums** tab.

- On the right pane is a list of the forum topics about your product. In the top right of the search results, you can sort the results by *Relevance*, *Title* or *Date*. You can also view the results in *List* or *Table* format.

If the search results list is long, use the filters on the left to reduce the number of results. You can filter the results by:

- Forums Category
- Is Solution
- Date
- Custom Date Range

The filters you have selected appear at the top of the search results. Remove the filter by clicking the X.

You can also refine the search results by adding additional search terms in the search box under the product name. This will only search within the specific product you have selected.

To view more information about a search result, click the **Show Complete Thread** link.

The search results displays 25 results per page by default. If you want to change the number of results, scroll to the bottom of the results list and select an additional number of results to display: 10, 25, 50, or 100 results. Or navigate to the next page.

- When you have found the forum topic you need, click the topic's title link or click **Quick View** to read the discussion.

Search videos

To find HPE videos about your product, complete the following steps:

- In the search box, begin to type a product name or product number. As you type, the search suggests products and keywords, so watch the screen as you type to save keystrokes. At the top, under the *Suggested Products* heading, it suggests specific product results. If you click an item under *Suggested Products* you go to that specific product page. If you select a keyword, you receive general search results for those keywords.

If you do not see your product listed under *Suggested Products*, refine your search criteria or see ["Search tips" on page 7](#).

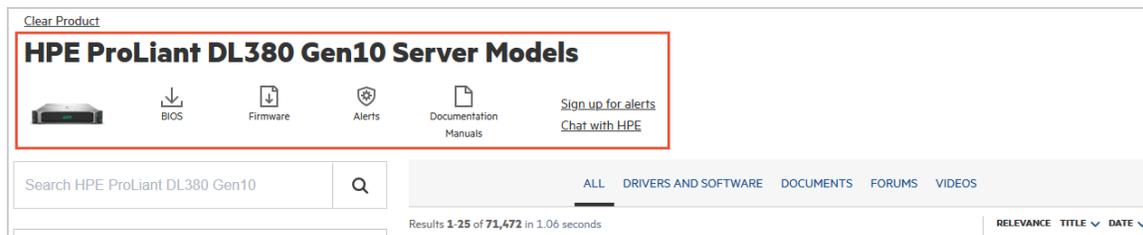
- Based on the results of the search text you entered, you can open the product page in one of two ways:
 - **Option 1:** If your product appears in the *Suggested Products* list, click its name.
 - **Option 2:** You do not see your product listed in the suggested results list. Either modify your search text so you

can use *Option 1*, or press the **Enter** key, which will perform a keyword search on all products and show results under the *All* tab.

Note: If you are on the keyword results page, you have not selected a specific product. Therefore the *Drivers and Software, Documents, Forums* and *Videos* tabs display results for **all** matches for the search text instead of results for a specific product. For best search results, make sure you are on a product page (see next step).

On the keyword results page, click the **Products** tab to select a specific product. If you still do not see your product listed, use the *Product Type* filter on the left or add more specific search text.

3. You should now be on a product page. To verify you are on a product page, make sure the product appears at the top of the page:



Click the **Videos** tab.

4. On the right pane is a list of the videos about your product. In the top right of the search results, you can sort the results by *Relevance, Title* or *Date*.

If the search results list is long, use the filters on the left to reduce the number of results. You can filter the results by:

- Video Channel
- Language
- Date
- Custom Date Range

The filters you have selected appear at the top of the search results. Remove the filter by clicking the *X*.

You can also refine the search results by adding additional search terms in the search box under the product name. This will only search within the specific product you have selected.

To view more information about a search result, click the **More Details** link.

The search results displays 25 results per page by default. If you want to change the number of results, scroll to the bottom of the results list and select an additional number of results to display: *10, 25, 50, or 100* results. Or navigate to the next page.

5. When you have found the video you need, click the image to open the video or click the URL in the *More Details* section.

Search by any keyword

Search for products by name, using keyword search. A keyword is any text you enter into the search box, including a product name. The search database contains thousands of drivers, software, and documents. Searching by keyword gives

much more general results and many more results. If you are seeing too many results, HPE recommends you search for and select a specific product instead.

As you type, the search suggests products and keywords, so watch the screen as you type to save keystrokes.

Note: Although you can search by product and keyword, HPE recommends selecting a specific product to refine your search results.

Use a keyword search for the following:

- Find HPE Support Center features, such as those that appear in the main menu or help menu. Type their name or a portion of their name into the search box and select them in the suggested results list or in the search results. For example, type "warranty" into the search box, and see links to the *Warranty check* page and the *My contracts and warranties* page in the suggested results list and in the search results. Or, type "help" to see the link to the *Portal help*.
- If you know a document title, document ID, or a document keyword, you can enter that instead of the product name. The results display in a table with a link to each document. You can also search for individual documents directly in the main search, if you know their ID (for example, `mmr_kc-0122648`).
- If you know a product number, search on that to find information specific to your product family and model. Entering a partial product number displays all products with those characters in their product number.

On the search results page, results appear on the *All* tab.

On the right pane is a list of search results. In the top right of the search results, you can sort the results by *Relevance*, *Title* or *Date*.

If the search results list is long, use the filters on the left to reduce the number of results or click one of the tabs.

Warranty check

Use warranty check to enter or import serial number information to retrieve warranty status for your devices.

Check your device's warranty status with [Warranty check](#).

For devices managed by iLO Amplifier Pack, use [iLO Amplifier Pack Product Entitlement Report](#).

Warranty check

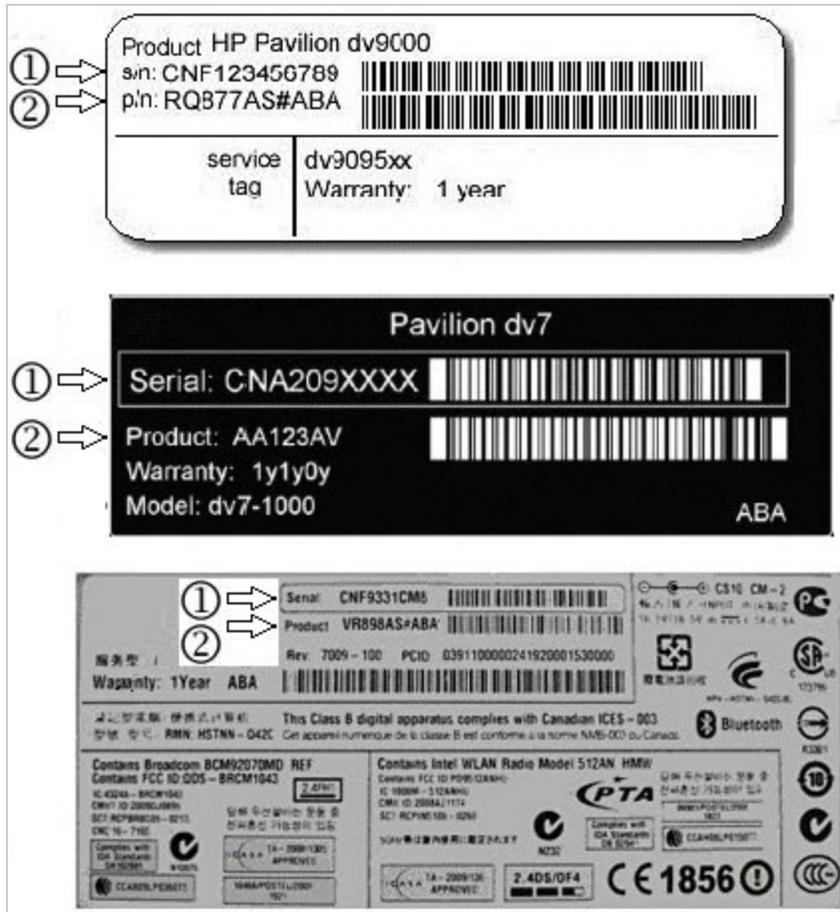
Use warranty check to retrieve the status of your warranty, including service type and level, coverage dates, deliverables, and other details associated with your warranty.

Note: Warranty check does not retrieve support agreement information. For support agreement information click ["My HPE Software Center"](#) on page 78 in the main menu.

Before you begin

- *Locate your serial number and product number*

You must provide the serial number (preceded by "Serial" or "S/N"), which is typically located near the product number on the label. You may also need the product number. The product labels below show typical serial number (1) and product number (2) locations:



Contact [HPE Support](#) if you cannot find the label.

- **Access requirements**

You do not need to be signed in with your HPE Passport account to use warranty check. However, signing in does provide you with the option of linking warranties to your account. It also lets you store, view, and manage your products more quickly and easily.

Check your warranties

To check your active or expired warranties, complete the following steps:

1. Browse to Warranty check:
 - **Option 1:** main menu > **Warranty check**.
 - **Option 2:** On the HPE Support Center home page, click **Check Status**.
2. Enter the product serial number in the form.
3. The country of purchase defaults to your current locale. Change it if necessary in the drop-down list.

Serial number lookup

The form below allows you to enter serial number information and retrieve warranty status. Enter up to twenty serial numbers in the fields below and click "Submit". **Note:** Additional time will be required to look up multiple serial numbers.

Item	Product serial number	Country of purchase
1	<input type="text"/>	United States 
2	<input type="text"/>	United States 

- Repeat steps 2 through 3 for all of your serial numbers. Click **Add more warranties** to check up to 20 warranties.
- Click **Submit**.
- If you receive an error message for a warranty, verify your data entry, then follow the on-screen instructions or remove the item from your list. Then click **Submit**. If you re-enter the values and it still returns an error, [contact HPE Support](#).

The expiration date of a warranty is based on the purchase date, if the product was registered with HPE. Otherwise it is estimated based on the manufacture date.

Note: The warranty status displayed is subject to the terms of the applicable warranty policy and may be updated from time to time.

To view details about a warranty, click **View details** or the serial number in the *Identifier* column.

To link the warranty to your HPE Support Center profile, click **Link warranties** on the details page. For more information about linking, see ["Contracts and warranties" on page 21](#).

iLO Amplifier Pack Product Entitlement Report

This tool allows you to perform an entitlement check for your devices managed by iLO Amplifier Pack to ensure your devices have active hardware support and are eligible for product updates. Upload an iLO Amplifier Pack Product Inventory CSV file to generate a report that contains the entitlement status and expiration date for each device.

To create an iLO Amplifier Pack Product Entitlement Report, complete the following steps:

- Browse to Warranty check:
 - Option 1:** main menu > **Warranty check**.
 - Option 2:** On the HPE Support Center home page, click **Check Status**.
- In the left menu, click **iLO Amplifier Pack Product Entitlement Report**.
- Follow the steps listed on the upload page to generate an iLO Amplifier Pack Product Entitlement Report CSV file. This file will contain the serial numbers and product numbers for your devices managed by iLO Amplifier Pack.

Note this requires iLO Amplifier Pack 1.3.

For more information about how to generate the report, see the *iLO Amplifier Pack User Guide* at: www.hpe.com/support/ilo-ap-ug-en.

4. Click **Choose file** to browse to the CSV file on your local computer.
5. Click **Submit**.
6. After you upload the CSV file a file check occurs to verify the information in the CSV file. If the upload fails, a message explains why. Address the reason for the failure and retry the upload.

If the upload was successful, a success message appears. Click **Close**.

When the report is complete, HPE Support Center sends you an email notification. Make sure your HPE Passport account contains a valid corporate email address to receive the notification.

Note the time required to generate the report depends on how many devices are managed by iLO Amplifier Pack.

7. Click the **Product Entitlement Report History** tab. This page lists the upload date, file name, status, and any errors. Status values for each uploaded CSV file in the list are as follows:
 - *Complete*.
 - *In progress*.
 - *Failed*. See the explanation for the failure in the *Error* column.
8. To download the report, click the download icon next to the report name. See below for a description of the report's fields. The most important field to note is `capabilityStatusCode`, which tells if your device is entitled to firmware downloads.

CSV file data fields

Field	Description
serialNumber	Serial number for the device that being evaluated.
productNumber	Product number for the device being evaluated.
countryCode	The country code where the device is located. This value is retrieved from the input CSV file. You can find your country code at the International Organization for Standardization web site at: www.iso.org/iso/home/standards/country_codes.htm .
capability	The capability that is being evaluated: <ul style="list-style-type: none"> • FWDL—Firmware Download for the iLO Amplifier. • ActiveHW—For InfoSight.
requestTimestamp	Time when the file was uploaded. This is the same value across all devices within a request.
checkTimestamp	Time when the device check was started.

CSV file data fields, continued

Field	Description
capabilityStatusCode	Result of whether the device is entitled to the capability. <ul style="list-style-type: none"> • Y—The device is entitled for the capability. • N—The device is not entitled for the capability. • Unknown—The capability check failed.
capabilityEndDate	The furthest out end date of all the entitlements associated with the device that enabled the capability. A "null" value means the <code>capabilityStatusCode</code> is "N".
requestStatusCode	The results of the device processing. Values can be "SUCCESS" and "FAILED", and indicates if the capability is successfully retrieved.
completedTimestamp	The time when the entitlement check is completed for a device.
evaluationMessage	Indicates whether the <code>capabilityStatusCode</code> evaluated to "Y" or "N". For "N", the field value explains why the device evaluated to "N".

Contact your HPE sales representative to add support for any devices out of active hardware support.

Contracts and warranties

For some HPE Support Center features, you must have an active contract or warranty covering a specific product to access HPE's downloads, knowledge, and tools. You gain this access when you link your HPE Support Center profile to your contract or warranty. Your profile can be linked to a contract or warranty in three ways:

- You link your HPE Support Center profile to a [support agreement](#), [packaged support](#), or [warranty](#).
- Another user has linked their HPE Support Center profile to a support agreement, packaged support, or warranty, and has created a [contract and warranty share](#) that includes you as a member.
- You connect remote support devices to Insight Online and the contracts or warranties for those devices are [automatically linked](#) for you.

Note: Contracts and warranties are managed through the HPE Support Agreement Manager website. To reach the site, click **My IT Environment > Contracts & warranties > HPE Support Agreement Manager**.

Link contracts and warranties

You can link three types of contracts and warranties. Expand the section below section for the type of contract or warranty you want to link. If you have a large number of contracts and warranties to link, HPE recommends you use the "[Batch link tool](#)" on page 25.

Link support agreements

Gather the following information before you begin:

Required information	Where to find
Service Agreement ID or Contract ID	<ul style="list-style-type: none">• In the support documentation.• On the Electronic Support Contract Assistant website.
Support Account Reference (SAR) (also known as System Handle)	<ul style="list-style-type: none">• In the customer cover letter that describes the contract or warranty.

If you do not have your contract IDs, click the **Request a copy of your Service Contract Welcome Letter** link at the top of the page.

For a video demonstration of linking support agreements, see:
media.now.hpe.com/mp.aspx?key=MNKKJSLDEL&eid=LSNNPRMDFG

To link support agreements, complete the following steps:

1. Browse to Contracts & Warranties:
 - **Option 1:** main menu > **My contracts and warranties**, then click **Link support agreements**.
 - **Option 2:** **My IT Environment > Contracts & warranties > Link support agreements**.

- **Option 3:** On the HPE Support Center home page, click **Contracts and Warranties**, then click **Link support agreements**.
2. Choose whether to display your email. Select "Yes" to share this information, or "No" to keep it private.
 Choosing "Yes" simplifies the management of your entitled services by allowing other users to see your name and email address if they link or attempt to link a contract or warranty you own. For details, see ["Display your user name and email" on page 32](#).
 3. Enter your Service Agreement ID (SAID) or Contract ID.
 4. Enter your Support Account Reference (SAR) or System Handle.
 5. Choose an ownership type. If you link a contract or warranty yourself, you are the initial owner. As owner you decide the ownership type: *single* or *multiple*. This choice affects the ability of other users to link to the contract or warranty.
 - **Single**—Use this mode to be the only user who can link to the entitlement with full privileges and control. You can still [share](#) it to one or more other users, so they receive some or all the privileges.
 - **Multiple**—Use this mode when you are in an organization where support for contracts is done by a group. In this mode other users can link to the entitlement with full privileges; all are equal owners, therefore, creating shares is unnecessary.
 6. Repeat steps 3 through 5 for all of your support agreements. Click **Add more support agreements** to add up to 20 links. If you need to add more than 20 links, consider using the ["Batch link tool" on page 25](#).
 7. Click **Submit**.

If you receive an error message stating that the contract or warranty is already linked to someone else, contact that owner to gain access rights. This may be the result of the owner selecting single ownership when creating the link and not creating a share with a user group that includes you. The owner may not be revealed if the owner has not shared his or her contact information, so you may have to find the contract administrator on your site to identify the owner. Once identified the owner has these options to grant you access:

- Change the ownership type for that contract or warranty from single to multiple.
- Add you to a user group associated with a share containing that contract or warranty.
- Add you to a user group associated with a device group that includes a device covered by that contract or warranty.

Link packaged support

Gather the following information before you begin:

Required information	Where to find
Packaged support ID	<ul style="list-style-type: none"> • In the support documentation. • On the Electronic Support Contract Assistant website.
Product number	<ul style="list-style-type: none"> • In the support documentation. • In the customer cover letter that describes the contract or warranty. <p>Note these are the product number(s) of the products covered by the packaged support.</p>
Product location	This is the country where the product was purchased.

If you do not have your contract IDs, click the **Request a copy of your Service Contract Welcome Letter** link at the top of the page.

For a video demonstration of linking packaged support, see:

media.now.hpe.com/mp.aspx?key=MNKKJSLDEL&eid=OKSRLSDGDE

To link packaged support, complete the following steps:

1. Browse to Contracts & Warranties:
 - **Option 1:** main menu > **My contracts and warranties**, then click **Link packaged support**.
 - **Option 2:** **My IT Environment > Contracts & warranties > Link packaged support**.
 - **Option 3:** On the HPE Support Center home page, click **Contracts and Warranties**, then click **Link packaged support**.
2. Choose whether to display your email. Select "Yes" to share this information, or "No" to keep it private.

Choosing "Yes" simplifies the management of your entitled services by allowing other users to see your name and email address if they link or attempt to link a contract or warranty you own. For details, see ["Display your user name and email" on page 32](#).
3. Enter your Packaged support ID.
4. Enter your Product number.
5. Enter your Product location.
6. Enter an optional product nickname.
7. Choose an ownership type. If you link a contract or warranty yourself, you are the initial owner. As owner you decide the ownership type: *single* or *multiple*. This choice affects the ability of other users to link to the contract or warranty.
 - **Single**—Use this mode to be the only user who can link to the entitlement with full privileges and control. You can still [share](#) it to one or more other users, so they receive some or all the privileges.
 - **Multiple**—Use this mode when you are in an organization where support for contracts is done by a group. In this mode other users can link to the entitlement with full privileges; all are equal owners, therefore, creating shares is unnecessary.
8. Repeat steps 3 through 7 for all of your packaged support. Click **Add more support agreements** to add up to 20 links. If you need to add more than 20 links, consider using the ["Batch link tool" on page 25](#).
9. Click **Submit**.

If you receive an error message stating that the contract or warranty is already linked to someone else, contact that owner to gain access rights. This may be the result of the owner selecting single ownership when creating the link and not creating a share with a user group that includes you. The owner may not be revealed if the owner has not shared his or her contact information, so you may have to find the contract administrator on your site to identify the owner. Once identified the owner has these options to grant you access:

- Change the ownership type for that contract or warranty from single to multiple.
- Add you to a user group associated with a share containing that contract or warranty.
- Add you to a user group associated with a device group that includes a device covered by that contract or warranty.

Link warranties

Gather the following information before you begin:

Required information	Where to find
Product serial number	<ul style="list-style-type: none"> In the product itself. In the support documentation. In the customer cover letter that describes the contract or warranty.
Product number	<ul style="list-style-type: none"> In the product itself. In the support documentation. <p>Note these are the product number(s) of the products covered by the packaged support.</p>
Product location	This is the country where the product was purchased.

For a video demonstration of linking warranties, see:

media.now.hpe.com/mp.aspx?key=MNKKJSLDEL&eid=LJSMQKMFME

To link warranties, complete the following steps:

- Browse to Contracts & Warranties:
 - Option 1:** main menu > **My contracts and warranties**, then click **Link warranties**.
 - Option 2:** **My IT Environment** > **Contracts & warranties** > **Link warranties**.
 - Option 3:** On the HPE Support Center home page, click **Contracts and Warranties**, then click **Link warranties**.
- Choose whether to display your email. Select "Yes" to share this information, or "No" to keep it private.

Choosing "Yes" simplifies the management of your entitled services by allowing other users to see your name and email address if they link or attempt to link a contract or warranty you own. For details, see "[Display your user name and email](#)" on page 32.
- Enter your Product serial number.
- Enter your Product number.
- Enter your Product location.
- Enter an optional product nickname.
- Choose an ownership type. If you link a contract or warranty yourself, you are the initial owner. As owner you decide the ownership type: *single* or *multiple*. This choice affects the ability of other users to link to the contract or warranty.
 - Single**—Use this mode to be the only user who can link to the entitlement with full privileges and control. You can still [share](#) it to one or more other users, so they receive some or all the privileges.
 - Multiple**—Use this mode when you are in an organization where support for contracts is done by a group. In this mode other users can link to the entitlement with full privileges; all are equal owners, therefore, creating shares is unnecessary.
- Repeat steps 3 through 7 for all of your warranties. Click **Add more support agreements** to add up to 20 links. If you need to add more than 20 links, consider using the "[Batch link tool](#)" on the next page.
- Click **Submit**.

If you receive an error message stating that the contract or warranty is already linked to someone else, contact that owner to gain access rights. This may be the result of the owner selecting single ownership when creating the link and not creating a share with a user group that includes you. The owner may not be revealed if the owner has not shared his or her contact information, so you may have to find the contract administrator on your site to identify the owner. Once identified the owner has these options to grant you access:

- Change the ownership type for that contract or warranty from single to multiple.
- Add you to a user group associated with a share containing that contract or warranty.
- Add you to a user group associated with a device group that includes a device covered by that contract or warranty.

Batch link tool

The Batch link tool allows you to link up to 12500 contracts and warranties to your profile at a time.

You can upload five files containing 2500 contracts each. If you have more than 12500, you can resubmit as many times as you need to, until all of your contracts and warranties are linked to your account.

The CSV file must have an extension of .csv and meet the following maximum requirements:

- **Name length:** 50 characters.
- **Size:** 5 MB
- **Number of lines:** 2500

For a video demonstration of the batch link tool, see:

media.now.hpe.com/mp.aspx?key=MNKKJSLDEL&eid=QMNOMMHJDK

To link contracts and warranties using the batch link tool, complete the following steps:

1. Browse to **My IT Environment > Contracts & warranties > Batch link tool**.
2. Follow the steps listed on the upload page:
 - a. Download the latest Microsoft Excel template file from the link in Step 1. The format of the template name is "name-date_version", where the date is represented as YYYY-MM-DD.
 - b. Read the detailed instructions in the Readme sheet of the template.
 - c. Enter information, one contract or warranty per line, according to the titles at the top of each column. Enter a maximum of 2500 lines, for each instance of the template you create. Note that some of the fields are optional. For details, see ["CSV file field values" on the next page](#).

If you do not have your contract IDs, click the **Request a copy of your Service Contract Welcome Letter** link at the top of the *Batch link tool* page.
 - d. Do a "Save as", to comma-separated value (CSV) format. (Select **CSV (Comma delimited) (*.csv)** option only from "Save as type" in Excel.) The result is a plain text file containing the entries from the spreadsheet, with each field on each line separated by a comma.
3. Optionally, update whether to display your email. Select "Yes" to share this information, or "No" to keep it private. Choosing "Yes" simplifies the management of your entitled services by allowing other users to see your name and email address if they link or attempt to link a contract or warranty you own. For details, see ["Display your user name and email" on page 32](#).

4. Check the boxes to verify that you have selected the most recent template, and that you have a CSV file.
5. Browse to the CSV file on your local computer, then click **Upload**.

Batch link tool

[Request a copy of your Service Contract Welcome Letter](#)

Upload batch link file
Batch upload summary

To begin the upload process:

1. Download the most recent batch link file template ([Batch Entitlement-2016-06-10 Version-4 HPE](#)).
2. Enter up to 2,500 contracts and warranties per template.
3. Save the Template in CSV format.
4. Fill in the fields below.
5. Browse for .csv file on your local machine and then upload. (Maximum of 5 files pending at a time.)

Required *

Display your user name and email *

Choosing 'Yes' will allow other HPE Support Center users to see your user name and email address if they link or attempt to link a support agreement, packaged support or warranty you own.

Yes No

I am using the most recent batch link file template ([Batch_Entitlement-2016-06-10_Version-4_HPE](#)). *

I have saved my batch link file template as a .csv file. *

Batch file for upload * Browse Upload

(Maximum length is 50 characters, maximum size is 5 MB)

6. After you upload the CSV file, a popup window appears. Click **Close**. An initial file check occurs verifying that the file size is within limits and has the correct file extension. If this file check succeeds, the batch upload summary page displays. This page lists the upload date and status, and a link to a report file, for each CSV file you have uploaded. Click on a report file link to view the report, which contains details about the upload. You can also save the report file. The default sort for the list is by date. Click on the Status or Report file headings to sort by those fields instead. Status values for each uploaded HPE batch file in the list are as follows:
 - *Completed.*
 - *Completed with errors.* See the report file for details.
 - *Invalid file format.* The file was not recognized as a valid CSV file.
 - *File exceeds limit.* The file was longer than 2500 lines or greater than 5 MB.
 - *Pending.* Files that have been received and have not completed processing. A maximum of two uploads can be pending.
 - *System error.* The file itself may be fine. Try uploading again later.

CSV file field values

The CSV field values are the same as the columns in the Excel spreadsheet. The CSV file requires different fields for different contract and warranty types, called "Obligation type" in the Excel spreadsheet. See the table below for the

required fields for each obligation type.

Obligation identifier	Product number ¹	Support Account Reference or System Handle	Obligation type	Country	Ownership model	Nickname ²
Service Agreement ID (SAID)		✓	Service agreement		✓	
Contract ID		✓	Service agreement		✓	
Packaged support ID	✓		Packaged support	✓	✓	Optional
Warranty serial number	✓		Warranty	✓	✓	Optional

¹ The product number of the product covered by the packaged support or by the warranty.

² You can add a nickname for packaged support or warranty. Service agreements have predefined nicknames, added at the time of signing the contract.

Normally you export from the downloaded template and "save as", and do not need to edit or even look at the CSV file. There may be cases however, such as if an invalid file format error occurs and you suspect that the file may be corrupt, where it is useful to inspect the file.

The following is a valid sample line for a warranty from a CSV file. In this example, double commas surround the third field, SAR, which is empty because a warranty does not need a SAR:

```
XY08K33099, SP936UC, , Warranty, France, SINGLE, WarrantyNickName1
```

Each line should contain at least six commas. Additional commas at the end of the line, which may occur if any text, even a space, was in the seventh column of the template file you exported from, are ignored.

Report files list the processing result of each line including entries that were not able to be processed, typically for the following reasons:

- A support agreement was inactive or was in single ownership mode.
- A warranty was inactive or was migrated to uplifted packaged support.
- Packaged support was inactive, was in single ownership mode, or was uplifted to a Support Agreement.

You should address these cases individually, by reactivating or by changing the ownership mode to multiple. Once you have done so you can then resubmit a file containing these entries for batch processing, or depending on their number, simply link them interactively.

Derived contracts and warranties

When you sign in to HPE Support Center, devices that you remotely registered to Insight Online, and their associated contracts and warranties, are visible to you. In your list of contract and warranty shares, some are *derived* by Insight

Online. Derived means that Insight Online determines the contracts and warranties that are associated with a group of remotely registered devices, and automatically creates a contract and warranty share containing those contracts and warranties. This occurs for:

- Your default device group. (Your default contract and warranty share.)
- A child device group you create.
- A device group of which you are an administrator.

Derived contract and warranty shares are marked by a red asterisk. The name of the contract and warranty share is the same as the name of the corresponding device group. You can view the details of these derived contract and warranty shares but unlike a contract and warranty share that you create yourself, you cannot edit or delete them:

Manage contract & warranty shares

Create new share Search table Search

[*]Created by the system to contain contracts and warranties for the device group of the same name. (Share name, Service agreement ID, packaged support serial number, product serial number)

1 - 25 of 72 items First < 1 2 3 > Last

Contract & warranty shares	Description	Contract & warranty share administrators	Contracts & warranties	Actions
* 13th L1 Group for DirectConnect 2		+ Group administrators	1	View details

However, you can update the derived contract and warranty share from **Manage device groups** in the device group area, by selecting **Run contract and warranty update** in the Actions drop-down list of the corresponding device group. See [Run contract and warranty update](#) for details.

Share contracts and warranties

You can share contracts and warranties that are linked to your profile by creating a contract and warranty share or a child device group.

You are linked to the contract through a contract and warranty share created by an owner. Privileges are limited by the roles assigned to the user group you are in, that the owner associated with the share.

You can also be linked to a contract indirectly through a device group that has a.) an associated user group that includes you as a member, and b.) contains a device covered by the contract or warranty.

If a contract is shared with you, either directly through a share or indirectly through a device group, you can access the features available in the contract, as long as access to those features is enabled for the user group you are in. See Assign roles to user groups in the online help for details.

Certain actions are available only to owners, and only to contracts that were not derived. Only owners can:

- Transfer ownership
- Change the ownership type
- Change the nickname

You can view details for contracts and warranties shared with you by either method in **View my contracts & warranties**:

View my contracts & warranties

This page lists the support agreements, packaged support and warranties linked to your user ID or shared with you by another user.

Feature services permitted to you based on your Support Status:
All public features, Patch Management, Diagnostic Passwords, Software Updates and Licensing, Support Case Manager, Service Credits.

Total number of linked contracts and warranties: 977

View: Ownership Type: Devices only

Linked support agreements

1 - 25 of 40 items

Support Account Reference (SAR) or System Handle	HP Service Agreement ID (SAID)	Support status	Expiration date	Ownership type	Actions
ENDG 3 GROUND COPY	176595937659	Active		Shared to you	<ul style="list-style-type: none"> View details View users Manage contract & warranty shares

Create a contract and warranty share

Create a contract and warranty share as follows:

1. Browse to **My IT Environment > Contracts & warranties > Manage contract & warranty shares**, then click **Create new share**.
2. Name the share and add contracts and warranties.
3. Associate user groups to the share.
4. Assign roles to the user groups.

Unnamed contract & warranty share

0 Contracts & warranties

1 **Share name / contracts & warranties** >
 2 **Assign users** >
 3 **Assign roles**

Required *

Share name *
(Maximum length = 60 characters)

Description
(Maximum length = 255 characters)

View Contracts & warranties *

All ▼

Search for your contract or warranty

Search

(SAID, SAR, System Handle, serial number, nickname or product number)

Select from your contracts & warranties and click the Add button

One of the user groups you added in Step 3 must be assigned the role of share administrator, because at least one user group must have that role. Select the **administrator** check box. You can change this later, as long as one user group has administrator role.

To add user groups with the role of member, you do not need to check any boxes, since the member role is the default.

Share administrators and members can perform different actions:

Contract and warranty share administrator and member actions

Action	Admin	Member
Can add to and remove contracts from the share	x	
Can view contracts in the share	x	x
Can add and remove user groups associated with the share	x	
Can change the roles of the user groups associated with the share	x	
Can view administrators of the share	x	x
Can view members of the share	x	
Can transfer ownership of the share	x	

Create a child device group

When you create a child device group, the contracts and warranties associated with those devices are shared with users in the user group(s) you associate with the device group. These users can perform certain actions, depending on:

- The features allowed by the contracts and warranties associated with the devices in the device group.
- The roles you enabled when you created the device group. See Assign roles to user groups in the online help for details.

See Create a child device group in the online help for the procedure.

Run contract and warranty update

Run contract and warranty update modifies the association of contracts with devices in a device group. This action is in **Manage device groups**, in the Actions drop-down list of a device group, if you are an administrator of the device group:

The screenshot shows the 'Manage device groups' interface. At the top, there is a search bar labeled 'Search table by group' and a 'Search' button. Below the search bar, it indicates '1526 Devices, 48 Groups' and a pagination control showing '1 - 25 of 48 items' with buttons for 'First', '<', '1', '2', '>', and 'Last'. The main content is a table with the following columns: 'Device groups', 'Description', 'Device group administrators', 'Devices per group', and 'Actions'. The first row in the table is for a group named 'd1b5 Devices'. The description is 'Created by the system to manage devices.' and the administrators are 'Group administrators'. The 'Devices per group' column shows '0'. The 'Actions' column has a dropdown menu open, listing 'View details', 'Edit device group', 'Create new child device group', and 'Run contract and warranty update'. The 'Run contract and warranty update' option is highlighted with a red box.

(Contracts and warranties are referred to as "contracts", and remotely supported devices are "devices" below, for brevity.)

Run the update any time after the original automatic registration and entitlement process was completed, when:

- You have purchased a new contract that applies to at least one of your devices, and you have linked that contract to your profile.
- Another user has shared one or more contracts with you, that apply to at least one of your devices.
- 1.) Another user has changed the ownership type of a contract that applies to at least one of your devices from single to multiple, allowing you to link that contract to your profile.
- 2.) You have then linked that contract to your profile.

The result of running this update is that contracts that you have linked will be visible from the details page of both the device group and of the individual device(s) covered by the contract.

Display your user name and email

You can simplify the management of your contracts and warranties by allowing other users to see your user name and email address.

1. Browse to Contracts & Warranties:
 - **Option 1:** main menu > **My contracts and warranties.**
 - **Option 2:** **My IT Environment > Contracts & warranties.**
 - **Option 3:** On the HPE Support Center home page, click **Contracts and Warranties.**
2. Select "Yes" to share this information, or "No" to keep it private.

Choosing "Yes" simplifies the management of your entitled services by allowing other users to see your profile and email address if they link or attempt to link a contract or warranty you own.

Display your user name and e-mail 

Choosing 'Yes' will allow other HPE Support Center users to see your user name and e-mail address if they link or attempt to link a support agreement, packaged support or warranty you own.

Yes
 No

The result of this action depends on the ownership type of each contract or warranty:

	Result	
	Single ownership	Multiple ownership
Button value	If another user tries to link to that same contract or warranty, that user is directed to contact:	Visibility of your information, from any other user who also links as a multiple owner to that same contract or warranty:
Yes	You, via email, for access.	visible
No	Their contract or warranty administrator.	hidden

You can view and change this setting at any time. Regardless of the selection you make, if you are the single owner of a contract or warranty and you create a share including it, the users in the associated user group will be able to see your information as well as the information of the other users in that user group. In other words visibility among users within a share takes precedence over this setting.

Transfer ownership

You can transfer ownership of your linked contracts and warranties to another registered HPE Support Center user. This action is only available to owners, and only to contracts and warranties that were not derived. This actions is not available to you if the contract or warranty was shared with you.

The result of this action depends on the ownership type:

Ownership type	Result
Single	You transfer ownership to a different user with a valid profile, by entering that user's email address. Your account is unlinked from the contract or warranty. The contract or warranty will be removed from any share you own.
Multiple	You replace your link to the contract or warranty with a link to another user's account. Links to the contract or warranty from other users are not affected.

1. Browse to **My IT Environment > Contracts & warranties > Transfer ownership.**
2. Specify the new owner by entering their email address or by selecting it from the list. Click **Add.**
3. Click **Next.**
4. Select the contracts and warranties you want to transfer.
5. Click **Submit.**

Unlink contracts and warranties

If you want to remove the association of the contract or warranty with your profile you can unlink the contract or warranty.

If a contract or warranty you are linked to with single ownership is also part of a share, consider transferring ownership before unlinking it from your account. If you do not, the share will be removed as well, and those users will lose their access to the services provided by that contract or warranty.

To unlink contracts and warranties, complete the following steps:

1. Browse to Contracts & Warranties: **My IT Environment > Contracts & warranties > Unlink contracts & warranties.**
2. Unlink single or multiple items at one time by checking the box below the "Unlink" column.
3. Click **Submit.**

Patch management

Use Patch management to identify and install patches for operating systems and many products. Click **Patch management** in the main menu.

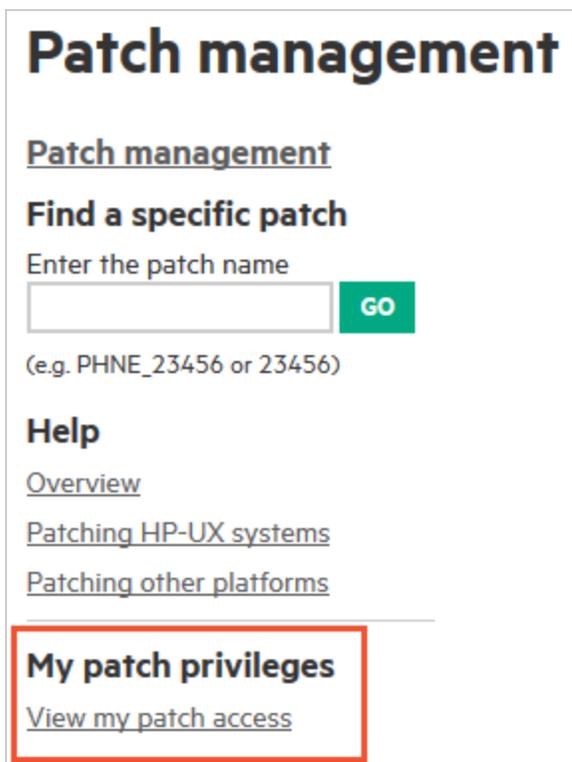
HPE releases updates, in the form of patches, based on issue resolution and functional enhancements. These updates are an important part of maintaining a system's health. System administrators and other users can keep their operating environment up to date by downloading and installing patches and product update sets.

You must be signed in with your HPE Passport ID and have an active contract or warranty linked or shared to your account. For more information see [Patch Access for HPE Operating Environments](#).

Patch management has sections that display your patch privileges, patches available for any system, patches for your uploaded HP-UX system, and links for more information about certain operating systems:

My patch privileges

Click **View my patch access** in the left navigation area of Patch management, to reach **My patch privileges**:



The screenshot shows the 'Patch management' interface. At the top, the title 'Patch management' is displayed in a large, bold font. Below the title, there is a section for 'Patch management' with a sub-section 'Find a specific patch'. This section includes a text input field labeled 'Enter the patch name' and a green 'GO' button. Below the input field, there is an example '(e.g. PHNE_23456 or 23456)'. Underneath, there is a 'Help' section with three links: 'Overview', 'Patching HP-UX systems', and 'Patching other platforms'. At the bottom of the interface, there is a section for 'My patch privileges' which is highlighted with a red rectangular box. This section contains a link labeled 'View my patch access'.

My Patch Privileges lists your access to patches for various platforms. You have entitled access if your HPE Support Center profile is associated with a valid contract or warranty, by one or more of the following means:

- You are linked as the owner, in single mode, to a contract that enables access.
- You are linked in multiple mode to a contract that enables access.
- You are a member of a user group associated with a contract share that includes a contract that enables access.

- You are a member of a user group associated with a device group containing a device that is covered by a contract that enables access.

For more information about linking, see ["Contracts and warranties" on page 21](#).

Your access to patches for specific platforms is shown under the Current Patch Access heading. Platforms with a valid contract or warranty list a patch access value of *Yes*. A patch access value of *No* indicates that a valid contract or warranty is not linked to your profile and access is unavailable. Click the lock icon to see the access requirements.

Your current role in the HPE Support Center is also listed next to the Current Patch Access heading: customer, authorized partner, or employee.

Current Patch Access: HPE Customer

You have access to the following patches based on one or more support agreements in your profile.

Platform	Description	Patch access
HP-UX	Patches, patch bundles, standard depots, patch analysis for the HP-UX operating system	Yes
Tru64 UNIX	SPRs and update kits for the Tru64 operating system	No 
OpenVMS	Patches for the OpenVMS operating system	No 
Other platforms	Patches for Linux, Windows and other operating systems	Yes

See [More Information on Access to HPE Support Materials](#) for access details for specific products.

To obtain support coverage, please contact your local HPE office, HPE sales representative, or [contact HPE Support](#).

Find a patch if you know its ID

Find a specific patch if you know its ID, using the search box on the left navigation bar:

Patch management

Patch management

Find a specific patch

Enter the patch name

 GO

(e.g. PHNE_23456 or 23456)

Patches for any system

Welcome to patch management

Patch management is divided into two main areas: patches for any system and patches for my HP-UX system.

Patches for any system allows you to find and download patches, patch bundles and patch sets for any HPE supported operating system.

Patches for my uploaded HP-UX system allows you to upload the current state of your HP-UX system and find patches and bundles to patch your specific system, taking into account the patches already installed.

Patches for any system

Find individual patches

Search for patches for any system.

[HP-UX](#)

[OpenVMS](#) 

[Tru64 UNIX](#) 

[MPE/iX](#)

[Linux](#)

[Windows](#)

[Patches for applications on other platforms](#)

Patches for my uploaded system

Current uploaded system

System: none uploaded

[Upload new system information](#)

Run a patch assessment

Find a set of patches to bring my HP-UX system up do date.

Click an operating system in the list to reach a search page specific to that operating system:

Patches for any system

Find individual patches

Search for patches for any system.

[HP-UX](#)

[OpenVMS](#) 

[Tru64 UNIX](#) 

[MPE/iX](#)

[Linux](#)

[Windows](#)

[Patches for applications on other platforms](#)

Select the OS revision and search method from the drop-down lists:

Find HP-UX patches

The form below is used to search the patch database for individual patches which address specific issues. You can search by keyword, patch ID, or simply browse the patch list. Use the links on the left side bar for more detail on searching the patch database.

You can also [search for patches for your uploaded system](#).

OS revision	HP-UX: 11.31	▼
Search by	Search by keyword	▼
Search text	<input type="text"/>	
Search criteria	<input checked="" type="radio"/> All words <input type="radio"/> Any word <input type="radio"/> Exact phrase <input type="radio"/> Boolean	
Results per page	25	▼
<input type="button" value="Search"/>		

The search methods are as follows:

- **Search by keyword.** Enter the keyword in the **Search text** text box and use a radio button. If using Boolean, use standard search characters (plus, minus, quotes, asterisk) to narrow your searches.
- **Search by patch IDs** if you know the ID of the patch.
- **Browse patch list** returns a complete list for the selected context.

Each row in the search results table includes a description, the patch ID, which is a link to the details page, and optionally, a symbol:

Find HP-UX patches

Searched for: HP-UX: 11.31

Patches found: 233

1 - 25 of 233 items [First](#) [<](#) **1** [2](#) [3](#) [4](#) [5](#) [>](#) [Last](#)

Description	Recommended	Most recent
11.31 userdb cumulative patch	<input type="checkbox"/> PHCO 36480 ** posted: 2007/06/13 notes: +	<input type="checkbox"/> PHCO 36480 ** posted: 2007/06/13 notes: +
11.31 localedef(1M) cumulative patch	<input type="checkbox"/> PHCO 36505 *** posted: 2007/06/26 notes: !	<input type="checkbox"/> PHCO 36505 *** posted: 2007/06/26 notes: !

Symbols are defined in the glossary:

Symbol glossary	
	Critical fix
	Reboot required
	Possible reboot required
	Not available
	Special instructions / other dependencies
	Enhancements only
	Hardware enablement
	Required
	Quality rating 1
	Quality rating 2
	Quality rating 3
	Patch has warning
	Requires contract

Click the text next to any item in the glossary for details.

Click a patch ID to go to its details page where you can view the readme file and add the patch to your patch list.

Find Patches by Product

On the main patch page, if you have a patch privilege:

Patches for any system

Find individual patches

Search for patches for any system.

[HP-UX](#)

[OpenVMS](#) 

[Tru64 UNIX](#) 

[MPE/iX](#)

[Linux](#)

[Windows](#)

[Patches for applications on other platforms](#)

Find standard patch bundles

Locate standard patch bundles and patch aggregate kits.

[HP-UX](#)

[OpenVMS](#) 

[Tru64 UNIX](#) 

Find patches by product

Find patches for a specific product.

Select by product to see patches and product documentation:

Product patches

Select a product from the list below to access the product patches.

TeMIP Alarm Acknowledgement FM

[TeMIP Alarm Acknowledgement FM for HPUX Itanium](#) 

[TeMIP Alarm Acknowledgement FM for Linux](#)

[TeMIP Alarm Acknowledgement FM for Sun](#)

TeMIP Alarm Beautifier

[TeMIP Alarm Beautifier for HPUX Itanium](#) 

[TeMIP Alarm Beautifier for Linux](#)

[TeMIP Alarm Beautifier for Sun](#)

Advanced TeMIP NNM Integration

[ATNI for HPUX Itanium](#)

[ATNI for HPUX PA-RISC](#)

[ATNI for Solaris](#)

UCA Automation

[UCA Automation for Linux](#)

TeMIP Current Problem List

[TeMIP Current Problem List for Itanium](#)

TeMIP NNM

[TeMIP NNM for HPUX Itanium](#)

[TeMIP NNM for Sun](#)

TeMIP OSI AM

[TeMIP OSI AM for HPUX Itanium](#)

[TeMIP OSI AM for Linux](#)

[TeMIP OSI AM for Sun](#)

HPE OpenView Data Protector

[OV DP for HP-UX](#)

[OV DP for Solaris](#)

[OV DP for Windows](#)

HPE OpenView Storage Area Manager

[OV SAM for HP-UX](#)

[OV SAM for Solaris](#)

[OV SAM for Windows](#)

Download product patches the same way you download OS patches.

Patch Bundles

A patch *bundle* is a set of patches for HP-UX that have received extra testing as a group and are packaged together, with the individual patches intact.

A patch *aggregate kit* is one large patch kit (for OpenVMS and Tru64 UNIX), that contains several individual patches that have been repackaged. On OpenVMS these are also called "update kits".

Select an OS from the list to reach the patch bundle index. If you know the patch ID, enter it in the search box and click find bundles. Or click a release to see its contents. Multiple bundles are sometimes packaged in the same depot, and must be downloaded as a unit. In this case, the depot name is listed instead of the bundle name.

Add a bundle to a patch list

Click **Add to my Patch List** to add the bundle. If any of the patches in the bundle have acquired warnings since the bundle's release, you can select replacement patches. A table lists all the patches in the bundle for your reference.

Selected patch list

The staging area for downloads, **Selected patch list** appears when you add to selected patch list from the patch results list or from a patch details page. You can also reach it from **My patch list** in the left navigation bar.

Patch management

Find a specific patch

Enter the patch name

 GO

Selected patch list - HP-UX: 11.31

The following download list contains the patches you have selected. Also listed are any additional patches that your selections require. These should be downloaded along with your selected patches.

Patch list index

HP-UX: 11.31

Manage patch list

[View report](#)

[View special instructions](#)

[Add patches](#)

[Clear patch list](#)

Patch / Bundle ID	Description	Size (kb)	Action
PHCO_36038 ★★★ posted: 2007/02/21	11.31 esmd(1M) cumulative patch	51	Remove
Dependencies: PHCO_36032			
Dependencies (excludes those listed above because they were explicitly added):			
<input checked="" type="checkbox"/> PHCO_36032 ★★★ posted: 2007/02/20	11.31 killall(1M) cumulative patch	36	

Download selected

Help

[Overview](#)

[Patching HP-UX systems](#)

[Patching other platforms](#)

My patch privileges

[View my patch access](#)

My uploaded system

[Upload new system information](#)

My patch list

[HP-UX: 11.31\(2\)](#)

Symbol glossary

- ! [Critical fix](#)
- R [Reboot required](#)
- ⚙ [Possible reboot required](#)
- X [Not available](#)
- i [Special instructions / other](#)

Each OS and revision combination has one associated patch list. If you used My Uploaded HP-UX System, lists for your uploaded system appear here as well. The lists are separated to facilitate the bundling of patches for a particular system.

Selected patch list also contains patches required by the patches you have already selected. Required patches are considered part of the total solution so are included in the selected patch list.

Use the Remove button to remove unneeded patches. This removes both the original patch and any of its required patches.

If you already have a required patch, skip downloading it by unchecking the associated check box.

Download Patches

Patch management

Find a specific patch

Enter the patch name

 GO

Selected patch list - HP-UX: 11.31

The following download list contains the patches you have selected. Also listed are any additional patches that your selections require. These should be downloaded along with your selected patches.

Patch list index

HP-UX: 11.31

Manage patch list

[View report](#)

[View special instructions](#)

[Add patches](#)

[Clear patch list](#)

Patch / Bundle ID	Description	Size (kb)	Action
PHCO_36038 ★★★ posted: 2007/02/21	11.31 esmd(1M) cumulative patch	51	Remove
Dependencies: PHCO_36032			
Dependencies (excludes those listed above because they were explicitly added):			
<input checked="" type="checkbox"/> PHCO_36032 ★★★ posted: 2007/02/20	11.31 killall(1M) cumulative patch	36	

Download selected

Click **Download selected** from a patch list to reach the download patches page:

[Overview](#)

[Patching HP-UX systems](#)

[Patching other platforms](#)

My patch privileges

[View my patch access](#)

My uploaded system

[Upload new system information](#)

My patch list

[HP-UX: 11.31\(2\)](#)

Symbol glossary

- ! [Critical fix](#)
- R [Reboot required](#)
- P [Possible reboot required](#)
- X [Not available](#)
- I [Special instructions / other](#)

Download patches - HP-UX: 11.31

Download the patches using one of the methods listed below.

The total space required for these items is approximately 87 kb.

Download items in a batch

Download items in one operation

Download ZIP Package [GO](#)

Download GZIP Package [GO](#)

Download TAR Package [GO](#)

Download items individually

Patch / Bundle ID	Description	Size (kb)	Action
PHCO_36032 ★★★ posted: 2007/02/20	11.31 killall(1M) cumulative patch MD5: c340b392e6d08319c0418ba0ec86a94e Checksum: 294464788 37552 SHA-256: 19a02b99488b10e791237b6865cf92fc6f9bebcc1 aeda7a8ed03b91bb380c664	36	Download
PHCO_36038 ★★★ posted: 2007/02/21	11.31 esmd(1M) cumulative patch MD5: 1863915b0f631a7b25cd7eebcf392639 Checksum: 855825068 52254 SHA-256: 2a60a0be54f80662dec6500b47272cb955e8eb7c1 e85134c6c0292058c533a58	51	Download

To add or remove patches to be downloaded, return to the selected patch list using the link on the left navigation bar. Click **Download selected** again to return to the download patches page.

To download all selected patches at once, select the file package type (zip, gzip, or tar) before downloading. MPE users must use tar.

Download patches individually using the download button next to the patch.

File fingerprints

To validate that patch content has not been tampered with, corrupted or otherwise altered since it was created, file fingerprints are displayed for all content on the download list. These are provided by the patch content creator and are validated by HPE Support Center.

The HPE standard mechanism for file fingerprints is MD5 message digest hashes. The md5sum command is a more secure alternative to the cksum command. It is based on the standard MD5 algorithm which provides 128-bit long fingerprints and which enables you to verify with a very high degree of certainty the integrity of a downloaded package.

Checksum fingerprints are also displayed when they are available. The cksum command is a file integrity checker currently available on HP-UX, Tru64 UNIX and Linux. A variant is available on OpenVMS. It is based on a weak (by current standards) cyclic redundancy check mechanism (32-bit wide), and is prone to high collision rates. Checksum fingerprints should be used with caution since they are platform-dependent. For example checksum fingerprints generated for OpenVMS can only be validated with OpenVMS.

Corrupt download archives

In some cases, when patches are downloaded as a zip package using Microsoft Internet Explorer, a "corrupt archive" message appears when trying to unzip the package. This may happen even though there were no error messages during the download and it appears the package was built correctly.

The problem is caused by either a large download timing out on the client side before it starts due to zip ramp up overhead, or the client machine runs out of space mid-download. The problem is unique to Microsoft Internet Explorer, which buffers all downloads. For example, a 5 MB download really requires 10 MB of space during the download. If the download fails, there is no error message but the resulting file is truncated.

To correct this problem:

- Ensure there is adequate disk space for buffering on the hard drive.
- Download patches in smaller batches.

Patches for my uploaded HP-UX system

Welcome to patch management

Patch management is divided into two main areas: patches for any system and patches for my HP-UX system.

Patches for any system allows you to find and download patches, patch bundles and patch sets for any HPE supported operating system.

Patches for my uploaded HP-UX system allows you to upload the current state of your HP-UX system and find patches and bundles to patch your specific system, taking into account the patches already installed.

Patches for any system

Find individual patches

Search for patches for any system.

[HP-UX](#)

[OpenVMS](#) 

[Tru64 UNIX](#) 

[MPE/iX](#)

[Linux](#)

[Windows](#)

[Patches for applications on other platforms](#)

Patches for my uploaded system

Current uploaded system

System: none uploaded

[Upload new system information](#)

Run a patch assessment

Find a set of patches to bring my HP-UX system up do date.

If you have access to this feature, you can find HP-UX patches customized to your system by running a script that creates an inventory, and uploading the results to HPE:

1. Download `swainv`¹ via [ftp](#) or [http](#).
2. `cd` to the directory containing the `swainv` script, set execute permission, and run it. You do not need to be root. The results of the script are written into the ascii file `inventory.xml`.
3. Upload `inventory.xml` to Patch Management.

After you have uploaded the file you can search for patches, bundles, products, and patch sets applicable to your system. You can also perform a patch assessment to find the set of patches necessary to bring your system to the correct patch level. See [Patching HP-UX systems](#) for details (you must be signed in to view it).

The "Assessing patch requirements" feature for HP-UX provides system administrators the ability to upload current system information and run a patch assessment, which determines what if any patches are required to bring the system up to date.

¹swainv is a Posix shell script that collects the names and revisions of all the products installed on your system.

Other patches available

Only patches for current HPE OS and products are directly available on the HPE Support Center. Use the links in the left nav bar to find:

- Patches for older software and hardware - links to a site containing archived patches for HPE systems and software no longer under support or no longer being patched.
- Red Hat, SUSE, and Debian Linux - links to the Linux search page, to these vendors' sites
- Windows - link to the Microsoft web site on the Windows search page, for Windows OS patches.

Patches for HP-UX, OpenVMS, Tru64 UNIX, MPE/iX

Click the links below for detailed information about patches for these operating systems:

- [HP-UX](#)
- [OpenVMS, Tru64 UNIX, and MPE/iX](#)

Patches: HP-UX

To be sure that your HP-UX system is reliable and secure:

- Install the latest quality pack patch bundles delivered on the support plus release. These bundles are released regularly and provide the most reliable and thoroughly tested set of patches. If there are recommended additional patches that address warnings against patches in the bundle, be sure to include them as well.
- Run a patch assessment to identify:
 - Appropriate security patches
 - Patches for subsystems or applications not covered by the quality pack patch bundles
 - Replacements for installed patches with critical warnings

Running a patch assessment ensures that your system has the currently recommended configuration.

- Subscribe to the appropriate support information digests to stay informed of new patches as they become available.

Standard HP-UX Patch Bundles

The web pages for each release provide information and download instructions for the following patch bundles:

Bundle name	Description
BUNDLE11i	Required.

Bundle name	Description
FEATURE11i	Updated as needed to support new or updated software features in HP-UX 11i V2 and V3 media releases. Consists of patches required for product enablement and core defect fixes exposed by new product features. HP-UX 11i V2 and V3 Application Software media and the OE Update media include the FEATURE11i patch bundle with the required patches for software products in each release.
Hardware Enablement (HWE)	Updated as needed to support new hardware.
Quality Pack (QPK)	Provides defect-fix patches for proactive maintenance. Updated twice a year: <ul style="list-style-type: none"> • HP-UX 11i V1 and V2: June, December • HP-UX 11i V3, March, September

New patches that address:	...are added to this bundle:
Hardware enablement only	HWE only
Defect fixes only	QPK only
Both hardware enablement and defect fixes	both the QPK and HWE

As a result, you may find different versions of patches (older or newer) in the HWE or QPK bundles for a given version of HP-UX.

Bundle Information

The Standard HP-UX Patch Bundles pages provide information and installation instructions for the following patch bundles:

Bundle name	Description
BUNDLE11i	Required kernel header files and cold install/update patches for all HP-UX 11i Version 1 workstations and servers
HWE	Provides the minimal number of patches to support new and legacy hardware for each HP-UX 11i version
QPK	Includes all stable defect-fix patches for HP-UX core, graphics, key networking drivers, and applications supported on HP-UX 11i OE update releases. HPE thoroughly tests each Quality Pack bundle with the same tests as a new HP-UX OS release.

Support Pack media for HP-UX 11i Version 2

Since June 2008, HPE has delivered QPK patch bundles for HP-UX 11i Version 2 (B.11.23) on new Support Pack media.

The new media includes the OnlineDiag and SysFaultMgt bundles for diagnostics support, and the Software Pack bundles that provide optional core enhancements for HP-UX 11i v2.

The HPE Support Center page for each 11.23 Support Pack release has links to the latest patch bundles and to a "read before installing" document.

Run a patch assessment

Run a patch assessment to ensure that your system has a consistent and recent collection of patches. You need:

- A *system configuration file*, which specifies what software, including patches and patch bundles are currently installed.
- An *assessment profile*, which contains the rules to determine which patches and patch bundles are appropriate for your system.

Specify your system configuration

Use the `swainv` command on the target system to generate the ASCII text file that primarily contains the output of the HP-UX command "swlist". This file is then uploaded into the patch application in preparation for running an assessment.

To specify your system configuration, select the link "upload new system information" on the Run a patch assessment page.

Specify the assessment profile appropriate for the uploaded system

The assessment profile controls the behavior of patch assessment.

Select the default profile (hpRecommended) to:

- Identify security patches.
- Identify patches to replace installed patches that have critical warnings.
- Detect whether your system has the latest recommended quality pack patch bundle(s) installed.

You can also create a custom profile.

Run the assessment

Select the system to assess and the assessment profile to use, then click "Display candidate patches". Shortly, a patch assessment results page is displayed.

Review the results of the assessment

The result is a list of patch related issues, presented depending on the assessment profile. Patches or patch bundles that address an identified issue are listed as recommended. Some issues may not have a recommendation.

To generate a more detailed, text-only assessment report, ideal for archiving or emailing, use the "Show detailed assessment report" link near the top of the results page. This report captures system characteristics, the assessment profile, which patches or bundles each chosen analyzer recommends, and a summary with detailed information about the recommended patches.

Review all recommended items. Take special care to review any recommended patches that have a warning or special installation instructions.

Take delivery of the recommended items

From the assessment results page, deselect any recommended item that is not appropriate for your system. Press the "Add to My Patch List" button to add all selected items to your selected patch list.

Press the "Download Selected" button to take delivery of the patches. From the download patches page, you may select from a variety of formats including tar, zip, gzip.

Configure an assessment profile

The assessment profile allows you to customize the behavior of the patch assessment tool. Adjust the profile to indicate which types of issue to identify, which patch sets to validate against, and how risk averse your patch strategy is.

Basic Information

Name and describe your assessment profile. Specify your patch strategy:

Patch strategy	Description
Restrictive	When your business needs the most stable, highest rated patches and only patches that must be installed to provide system stability. Patches that meet a restrictive strategy generally are over 120 days old and have a 3-star rating. This option is appropriate if your system is mission critical.
Conservative	When you would typically install the "recommended" version of a patch during proactive patching. This is the strategy specified in the hpRecommended assessment profile.
Innovative	When you would typically install the "most recent" version of a patch during proactive patching. This strategy is likely to suggest patches that have just become available and have a rating of 1 star.

Patch Options

Select patch options as follows:

Patch option	Description
Security patches	Identifies which security patches have not yet been installed. Based on your patch strategy, a version of each patch is recommended.
Latest quality pack patch bundle	Determines if the latest recommended QPK patch bundle is installed. If not, its installation will be recommended regardless of your patch strategy.
Replacements for installed patches with critical warnings	Identifies which currently-installed patches have critical warnings. Based on your patch strategy, a newer version of the patch without a warning is recommended if one is available.

Patch option	Description
Replacements for installed patches with any warnings	Identifies which currently-installed patches have critical or non-critical warnings. Based on your patch strategy, a newer version of the patch without a warning is recommended if one is available.
Critical fixes	Identifies patches that contain critical fixes but are not installed. Choose among these options, depending on your patch strategy: <ul style="list-style-type: none"> • Restrictive - the patch must be rated 3 stars • Conservative - the patch must be rated at least 2 stars • Innovative - the patch must be rated at least 1 star
Updates for the patches already installed	Identifies currently installed patches that have a newer version available. The newer version must be recommendable based on your patch strategy.
All applicable patches	Identifies all patches that will install, based on your patch strategy: <ul style="list-style-type: none"> • Restrictive - not appropriate • Conservative - displays recommended patches only • Innovative - displays latest versions of patches

Quality Pack Patch Bundles

Quality pack patch bundles (QPKs) contain stable defect-fix patches for the proactive maintenance of HPE servers and workstations. HPE thoroughly tests each QPK and requires that it pass the same tests as would a new HP-UX operating system release.

- For HP-UX 11.00, there is a single QPK bundle that includes all stable defect-fix patches for the core OS, graphics and networking drivers.
- For HP-UX 11i v1 (B.11.11) and HP-UX 11i v2 (B.11.23), there are two QPK bundles: a base bundle that includes all stable defect-fix patches for the core OS, graphics and networking drivers; and an applications bundle that contains all stable defect-fix patches for the Operating Environment (OE) applications.

Request Specific Patches, Patch Chains or Mandatory Patches

Patches or patch chains can be specified as well.

- List specific patches in the "add these specific patches" area to specify that the patch assessment tool should identify when the patch is not installed on the system being analyzed. The patch assessment tool will recommend that you install the specific patch. If the patch will not install on the system being analyzed, no recommendation will be made.
- List specific patches in the "add these specific patch chains" area to specify that the patch assessment tool should identify when neither the patch nor any of its successors are installed on the system being analyzed. The patch assessment tool will recommend that you install the appropriate version of the patch depending on your patching strategy. If the patch will not install on the system being analyzed, no recommendation will be made.
- List specific patches in the "add these mandatory patches -- even if they will not currently install on the system" area to specify that the patch assessment tool should identify when the patch is not installed on the system being

analyzed. The patch assessment tool will recommend the specific patch, even if it will not currently install on your system.

Patch Sets

Patch sets identify the appropriate patches for hardware, operating system, and software applications. They are updated weekly by HPE, so contain the current, best known configurations. Patch sets are maintained for restrictive and conservative patch strategies, and can be used to determine if you are properly configured to run the applications installed on your system.

If you specify the "innovative" patch strategy, the appropriate "conservative" patch set is used.

Use the application patch set selector to select from the available application patch sets. Be sure to browse within all categories to identify all appropriate sets. For each set, the patch assessment tool verifies that all patches or their successors in the patch set, appropriate for your patching strategy, are installed.

Select:	to verify...
Miscellaneous patches for the specific operating system of the system being assessed	That all patches or their successors in the patch set, appropriate for the operating system being analyzed, are installed.
Miscellaneous patches for the specific hardware model of the system being assessed	That all patches or their successors in the patch set, appropriate for the hardware being analyzed, are installed.

Interpret assessment results

The output of a patch assessment contains a list of patch issues identified for the system being analyzed. Which issues are displayed is controlled by the configuration profile as described above.

When possible, for each patch issue shown, a recommendation is made specifying the appropriate patch or patch bundle which resolves the issue. The recommended item will usually be a newer patch that contains an appropriate defect fix. Which patch is recommended is determined by the patching strategy specified in the assessment profile.

Frequently, a single recommendation resolves several related issues. This is especially likely if installing the latest quality pack is recommended. In such a case, all issues resolved by the recommended patch or patch bundle are listed immediately below it.

The assessment profile controls which analyzers are used during the patch assessment. For each issue displayed, the name of the analyzer which identified the issue is included.

(A more detailed patch assessment report, in text format only, can be generated via a link on the assessment results page. This report provides details about the system, the assessment profile, and each analyzer's recommendations, and is ideal for archiving or emailing.)

Issues

The following is a list of the issues that may result during a patch assessment.

- latest quality pack patch bundle P1 is not installed.

You have specified "latest quality pack patch bundle" in the assessment profile and quality pack patch bundle P1 is not installed on your system. The recommendation will be P1.

- latest quality pack patch bundle P1 has patch with critical warning; P2 latest quality pack patch bundle P1 has patch with non-critical warning: P2

Quality pack patch bundle P1, which is not yet installed on your system but is recommended for installation, contains patch P2 with a warning, either critical or non-critical.

The recommendation will be a successor of patch P2 which does not have a warning. If the patch strategy specified in the assessment profile is "innovative", the recommendation will be the "most recent" patch on the chain. Otherwise, it will be the "recommended" patch on the chain.

If no recommendation is made, be sure to review the details of the patch in question to determine if the warning will affect your system once the quality pack patch bundle is installed. Take appropriate action.

- security patch P1 is not installed

Patch P1 has been identified as a security patch appropriate for your system; it is not currently installed. If the patch strategy specified in the assessment profile is "innovative", the recommendation will be the "most recent" patch on the chain. Otherwise, it will be the "recommended" patch on the chain.

In this case, a patch recommendation will always be made. If all patches which resolve this issue have warnings, the best patch with warnings is recommended. In this situation, be sure to review the warnings against the recommended patch and decide if installing the patch is appropriate.

- installed patch with critical warning: P1 installed patch with non-critical warning: P1

Patch P1 is currently installed on your system and that patch has a warning, either critical or non-critical.

The recommendation will be a successor of patch P1 which does not have a warning. If the patch strategy specified in the assessment profile is "innovative", the recommendation will be the "most recent" patch on the chain. Otherwise, it will be the "recommended" patch on the chain.

If no recommendation is made, be sure to review the details of the patch in question to determine if the warning will affect your system. Take appropriate action.

- patch P1 containing critical fix is not installed

You have specified "critical fixes" in the assessment profile. Patch P1 was identified to contain a critical fix. However, this patch is not installed on your system. If the patch strategy specified in the assessment profile is "innovative", the recommendation will be the "most recent" patch on the chain. Otherwise, it will be the "recommended" patch on the chain.

- installed patch P1 has successor P2

You have specified "updates for the patches already installed" in the assessment profile. Installed patch P1 has been replaced and the best replacement, according to your patch strategy is P2. The recommendation will be P2.

- candidate patch P1 is not installed

You have specified "all applicable patches" in the assessment profile and patch P1 is not installed on your system. The recommendation will be P1.

- requested patch P1 is not installed

You have specified in the assessment profile that patch P1 should be installed on this system. However, P1 is not installed. The recommendation will be P1.

- requested patch P1 is not applicable to this system

You have specified in the assessment profile that patch P1 should be installed on this system. However, P1 is not applicable to this system. This results because P1 patches filesets which are not installed on this system. There will be no recommendation.

- requested patch chain P1 is not installed

You have specified in the assessment profile that patch P1 or one of P1's successors should be installed on this system. However, neither P1 nor any of its successors is installed. If the patch strategy specified in the assessment profile is "innovative", the recommendation will be the "most recent" patch on the chain. Otherwise, it will be the "recommended" patch on the chain.

- requested patch is unrecognized: P1

You have specified in the assessment profile that patch P1 should be installed on this system. However, the patch assessment tool does not recognize this patch. There will be no recommendation.

- requested non-applicable patch P1 is not installed

You have specified in the assessment profile that patch P1 should be installed on this system. However, P1 is not installed and is not applicable to this system. This results because P1 patches filesets which are not currently installed on this system. The recommendation will be P1.

- requested patch P1 is not appropriate for the HW/OS

You have specified in the assessment profile that patch P1 should be installed on this system. However, P1 is not appropriate for this system, because P1 patches a different HW/OS than this system. There will be no recommendation.

requested patch P1 is superseded by installed patch P2

- The patch you have explicitly requested in the assessment profile P1 cannot be installed on this system because P2, a later version of that patch, is already installed. There will be no recommendation.

- patch P1 in set S1 is not installed

You have specified patch set S1 in your assessment profile. Patch P1 is included in this set. However, neither P1 nor any of its successors is installed on your system. The recommended patch will be P1.

- no patch set named S1 for S2 strategy found for OS OS1

You have specified patch set S1 in your assessment profile. Additionally, you have specified patch strategy S2. It was not possible to locate an appropriate patch set for your system, which is running operating system OS1.

- no patch set named S1 for S2 strategy found for OS OS1 and model M1

You have specified patch set S1 in your assessment profile. Additionally, you have specified patch strategy S2. It was not possible to locate an appropriate patch set for your system, which is a model M1 running operating system OS1.

- failed to locate necessary installed file set required for patch set S1 for S2 strategy and OS OS1

You have specified patch set S1 in your assessment profile. Additionally, you have specified patch strategy S2. It was not possible to locate an appropriate patch set for your system, which is running operating system OS1. This results because this system does not have particular software installed which is required by the patch set.

- installed patch is unrecognized: P1

The system configuration file indicates that patch P1 is installed on your system. However, the patch assessment tool does not recognize this patch. If this patch is a special early release patch obtained from HP, be sure to discard any recommended patches which may interfere with this patch.

- installed patch P1 missing dependent patch P2

Your system has patch P1 installed, and patch P1 lists patch P2 as a dependency. However, P2 is not installed. This may result for several reasons:

- Your system may be misconfigured.
- P2 may have been added as a dependency of P1 after your system was configured, or
- P2 is not applicable to your system and the patch assessment tool cannot recognize this.

If the patch strategy specified in the assessment profile is "innovative", the recommendation will be the "most recent" patch on the chain. Otherwise, it will be the "recommended" patch on the chain.

In this case, a patch recommendation will always be made. If all patches which resolve this issue have warnings, the best patch with warnings will be recommended. In this situation, be sure to review the warnings against the recommended patch and decide if installing the patch is appropriate.

If this issue arises because patch P2 is not applicable to your system, the software distributor tool 'swinstall' may not allow you to install the recommendation.

Dependencies

Frequently, a recommended patch requires another patch as a dependency. If the dependent patch is not already installed and it does not resolve other patch issues, it will be listed in the additional dependencies table.

Occasionally, the only patch that satisfies a dependency will have a warning. In this case, review the warning prior to adding the patch to the download list. If you decide not to take delivery of the dependent patch, you will have to deselect the recommended patch as well.

Conflict Resolution

When two issues are emitted during a patch assessment that involve related patches (one is a successor of the other), it is possible that their recommendations may conflict. In this case, the most recent of the recommendations will be used to resolve both issues.

Unresolved Issues

Frequently the patch assessment tool will identify issues with your system for which no recommendation is made. The recommendations made by the system depend on your specified patching strategy. Frequently, there is no patch with sufficient rating for your specified strategy that resolves the issue. In this situation, you should review the issue and make an appropriate decision.

HP-UX Patches - Advisory Notices

Effective November 28th, 2007, HP-UX patches may include additional text called Advisory Notices that will be used to call attention to defects with certain characteristics that customers may want to search the HPE Support Center database for. The new phrases will be included in the details section of some patches that bear the CRITICAL flag. There are two forms of advisories:

Advisory notice type	Included if the defect repaired by this patch has the following characteristics
Manual Recovery Required	<ul style="list-style-type: none"> • A system resource, such as a device, memory, partition, or subsystem becomes unusable or unavailable. • The resource is still not available even after normal remedies or workarounds have been employed. These remedies may include shutting down and restarting the application, shutting down and restarting the system, Serviceguard local switch and/or Serviceguard failover. • The resource is made available again only through manual intervention to change configuration, correct data corruption, reinstall software, or similar recovery steps.
Serviceguard Cluster Issue	<p>A software defect that prevents Serviceguard from:</p> <ul style="list-style-type: none"> • Recognizing an unresponsive system and thus preventing the normal failover from occurring. • Completing a normal failover. • Correctly handling a local switch thus rendering the network redundancy.

HP-UX 11i Version 2 September 2004

For Itanium-based systems and PA-RISC servers

HP-UX 11i version 2 (B.11.23), originally released in September of 2003 for Itanium-based systems, includes support for the HP 9000 PA-RISC server family. For this update, HPE will ship HP-UX 11i v2 software for the Itanium-based and PA-RISC architectures on the same DVD media, which will have the date of September 2004. During installation, it will automatically determine which software to load.

HP-UX 11i v2 September 2004 provides new functionality to both HP 9000 and Itanium-based systems, most notably 128-way scalability. You can find details regarding this new functionality and a complete list of systems supported on HP-UX 11i v2 September 2004 in the HP-UX 11i v2 Release Notes for September 2004 (part number 5990-8153).

HPE's recommendation for updating to HP-UX 11i v2 September 2004

While HPE will support Itanium-based systems running earlier versions of HP-UX 11i v2, HPE strongly recommends all current HP-UX 11i v2 customers proactively plan to update to HP-UX 11i v2 September 2004 during their next maintenance window. After the release of HP-UX 11i v2 September 2004, all future products and patches for HP-UX 11i v2 will be created and tested utilizing this release. Individual patches and patch bundles released from September 2004 forward will require that HP-UX 11i v2 September 2004 or a later version of HP-UX 11i v2 be installed.

Note: To avoid kernel build failures, please read the information in the following two boxes prior to updating to HP-UX 11i v2 September 2004.

Prior to updating from an earlier version of HP-UX 11i v2 or HP-UX 11i v1.6 (B.11.22) to HP-UX 11i v2 September 2004, you **MUST first load the August 2004 version of BUNDLE11i**. The August version of BUNDLE11i can be loaded from the DVD that was sent to all customers on support, or can be obtained from the HPE Support Center as follows.

1. Go to HPE Support Center
2. If you are not already registered, do so now by selecting "register now".
3. Select "HP-UX patch bundles", and then select "Aug '04".
4. Select either the HP-UX 11i v2 or the HP-UX 11i v1.6 version of BUNDLE11i.
5. Select "bundle readme" from the gray box to view the Readme file, then print the file as it contains important instructions for installing this bundle. Then press "back" to return to the BUNDLE11i page.
6. Select "add to my patch list".
7. Select "download selected" and follow the instructions to download the August 2004 version of BUNDLE11i.
8. Follow the instructions in the Readme file for the August 2004 version of BUNDLE11i (that you printed out in step 6 above) regarding how to install this bundle.

If you could install HP-UX 11i v2 September 2004, or update from HP-UX 11i v1 (B.11.11) to HP-UX 11i v2 September 2004, you do not need to load the August 2004 version of BUNDLE11i.

Important Note: Updating HP-UX 11i v2 Systems with the PCI-MUX Software Installed

Prior to updating from HP-UX 11i v2 to HP-UX 11i v2 September 2004 on a system that has revision B.11.23.01 of the PCI-MUX software installed, you must first update the PCI-MUX software to revision B.11.23.1.1 or later. This version of the PCI-MUX software may be obtained from the HP-UX 11i v2 media released in September 2004 or later. Failure to update the PCI-MUX software will result in the following kernel build failure during the update to HP-UX 11i v2 September 2004:

```
ld: Unsatisfied protected symbol "forceclose" in file "/usr/conf/lib/libpci_mux.a[eqnx_bus_pci_mux.o]"
```

How to get the September 2004 media

Customers with an older release of HP-UX 11i v2 who have an HPE support contract should have received a letter with instructions on how to request the HP-UX 11i v2 September 2004 media as part of their support service. Support customers also should have received the media containing the August 2004 version of BUNDLE11i directly, and this media should be loaded prior to updating systems to HP-UX 11i v2 September 2004. See the "Important Note" on the previous page for more details. If you are a support customer and have not received the HP-UX 11i v2 September 2004 media and the media with the August 2004 version of BUNDLE11i, please contact your HPE support representative.

Customers with an older release of HP-UX 11i v2 who do not have a support contract with HPE can obtain the HP-UX 11i v2 September 2004 media and the media with the August 2004 version of BUNDLE11i by calling the local HPE sales office and doing one of two things:

- purchase a support contract so that you receive this update to HP-UX 11i v2 as well as future updates.
- request the name of an HPE Reseller in your area with expertise in HP-UX who will sell you the HP-UX 11i v2 September 2004 media.

Part numbers for the HP-UX 11i v2 September 2004 media, plus the media containing the August 2004 version of BUNDLE11i, are as follows:

1. 5013-3260 DVD with the August 2004 version of BUNDLE11i
2. 5013-2296 DVD for HP-UX 11i v2 Foundation OE, September 2004
3. 5013-2298 DVD for HP-UX 11i v2 Enterprise OE, September 2004
4. 5013-2299 DVD for HP-UX 11i v2 Mission Critical OE, September 2004
5. 5013-2300 DVD for HP-UX 11i v2 Minimum Technical OE, September 2004
6. 5013-2297 DVD for HP-UX 11i v2 Technical Computing OE, September 2004

Run a patch assessment on your HP-UX 11i v2 system

If you use the HPE Support Center to analyze an HP-UX 11i v2 system, the analysis will only complete if you have updated to HP-UX 11i v2 September 2004 or later. If you have a version of HP-UX 11i v2 released earlier than September 2004, you will need to first update your system prior to doing a patch assessment.

To determine if HP-UX 11i v2 September 2004 or later is installed on your system, use the following `swlist` command to check the version of BUNDLE11i:

```
swlist -l bundle | grep BUNDLE11i
```

The version of BUNDLE11i should be B.11.23.0409.3. If version B.11.23.0408.1 is on your system, you will still need to load HP-UX 11i v2 September 2004.

Customers who already have HP-UX 11i v2 on their system but need to update to HP-UX 11i v2 September 2004 can obtain the media needed by following the instructions in the section labelled "Obtaining the HP-UX 11i v2 September 2004 media."

Download individual HP-UX 11i v2 patches

Part of the HP-UX 11i v2 September 2004 release is delivered via patches, and these patches are designated as "required" patches at the HPE Support Center. If you attempt to download one of these required patches individually from the HPE Support Center, you will be given the following warning:

"Any patch that is designated as a 'required' patch should not be downloaded and/or installed individually. Instead, your system should be updated to at least the September 2004 quarterly release of HP-UX 11i Version 2 (B.11.23) which will include the patch you have selected."

If this message appears, you can determine if HP-UX 11i v2 September 2004 or later is installed by checking the version of BUNDLE11i on your system with the following `swlist` command:

```
swlist -l bundle | grep BUNDLE11i
```

The version of BUNDLE11i should be B.11.23.0409.3. If version B.11.23.0408.1 is on your system, you will still need to load HP-UX 11i v2 September 2004. See the "Obtaining the HP-UX 11i v2 September 2004 media" section for details on obtaining media if needed, and also read the important notes in the two text boxes contained in this document prior to updating to HP-UX 11i v2 September 2004. Note that once HP-UX 11i v2 September 2004 or later has been loaded, it will include the patch you initially tried to select at the HPE Support Center. The patch redirected you to this web page. There should be no further need to load this particular patch once HP-UX 11i v2 September 2004 or later is loaded.

Patch Set Definitions

Patch sets are groups of patches that should be installed to support common HPE products and sub-systems. Not all patch sets are available for all versions of HP-UX. If there is no version of a specific patch set for your version of HP-UX, it is most likely because no patch set is needed to support the product or subsystem on that HP-UX version.

While patch sets are added and modified on a regular basis, the tables in the sections below show the current patch sets available.

Miscellaneous

Word or expression	Definition
LVM	Logical Volume Manager - Software designed to manage your physical disk space
MIRRORING	A product used to make a duplicate copy of the data
PREDICTIVE	A product designed to alert HPE when hardware problems are found on the system
SERVICE GUARD	An HPE product designed to move applications to another system in the event of failure
TRUSTED SYSTEM	Setting your system up with an enhanced level of security (C2 Security)
SECURITY	Any patches needed to be sure that products are protected from unauthorized access
ACL's	Access Control Lists - Offers a greater degree of selective permission to access files
MEASUREWARE/OVPA	An HPE tool used to monitor system performance over an extended period of time. Measureware/OpenView Performance Agent collects information needed to understand how well IT resources are performing and how they are being used. Measureware/OpenView Performance Agent collects data from processes, applications and the operating system. It can also collect transactions data and data from Data Source Integration (DSI)
PERFVIEW/OVPM	Perfview/OpenView Performance Manager provides information needed to understand how well IT resources are performing and how they are being used. Perfview/OpenView Performance Manager presents the information collected by Measureware/OpenView Performance Agent in a graphical format. Perfview/OpenView Performance Manager is able to connect to Measureware/OpenView Performance Agent running on remote systems
PRM	HPE Process Resource Manager - a resource management tool used to control the amount of resources that processes use during peak system load (at 100% CPU, memory, or disk bandwidth utilization). HPE PRM was formerly called the Fair Share Scheduler (FSS)
IDS/9000	HPE Intrusion Detection System - provides customers with host-based network-based surveillance against inappropriate system usage that is characteristic of hacker break-in attempts, subversive inside activities, and virus propagation

STM	Support Tool Manager - a collection of tools to help keep HPE systems running at peak performance by providing predictive and preventative maintenance diagnostics for HPE hardware
IGNITE-UX	A client-server application supplied with HP-UX that provides the ability to configure and install HP-UX systems. It replaces the existing HP-UX Install program (also known as Cold Install). Ignite-UX supports all HP-UX releases starting with 10.01
iCOD	instant Capacity On Demand - HPE software product that provides the ability to increase or decrease processor capacity instantly on specific enterprise servers
VxVM	VERITAS Volume Manager product for HP-UX. It is an alternative to the HP Logical Volume Manager and HP MirrorDisk/UX products. This product is available beginning at the 11.11 Operating System
HPE Insight Remote Support	An HPE Services remote support platform which provides incident notification, tracking, workflow routing and remote troubleshooting of system faults detected on HP-UX servers running 11i and greater.
vPar	HP-UX Virtual Partitions enables you to partition one HP 9000 server into multiple virtual machines. Multiple instances of HP-UX 11i can be run simultaneously on a single HP 9000 server. A virtual partition runs an "instance" of HP-UX 11i, which hosts its own applications, and is assigned its own subset of CPUs, memory, and I/O. Each virtual partition can be a different version of HP-UX 11i and have different patches.
SecurePath	A multi-path, high availability software that manages and maintains continuous data access to HPE storage systems enabling no-single-point-of-failure (NSPoF) from server to storage.
InterruptMigration	The process of moving external I/O device interrupts from one CPU to another and enabling or disabling CPUs to handle interrupts used for system performance-tuning.

Backup method

Word or expression	Definition
FBACKUP	A command used to selectively back up files
CPIO	Copy file archives in and out
FTIO	Tool used to copy files to 9 track magnetic tape drive (faster tape I/O)
TAR	Tape file archiver - Saves and restores archives of files on tape, disk or regular file
DD	Convert, re-block, translate, and copy a (tape) file

OMNIBACK/SERVER	An HPE product used to schedule and manage backups to multiple storage devices and optional multiple systems
DATA PROTECTOR	A backup solution that provides reliable data protection and high accessibility for your fast growing business data. Data Protector offers comprehensive backup and restore functionality
OMNISTORAGE	Hierarchical Storage Management solution, using magnetic & optical disk libraries
Veritas NetBackup	A heterogeneous backup and recovery solution designed to help reduce administration and hardware costs, by taking advantage of enterprise strength features, such as high performance synthetics, disk-based data protection, automated-disaster recovery, and desktop and laptop protection

Peripherals

Word or expression	Definition
CD_ROM	Compact Disk Read Only Memory media
OPTICAL CHANGER	Magneto Optical Jukebox - A device made up of an autochanger and two disk drives. (Library of disk/CD media)
DLT	Digital Linear Tape Autoloader
AUTOCHANGER	A mass storage device made up of one or two drives, tape media and a mechanical changer. (Library of tape media)
AUTORAID	Disk array manufactured by HP
PC FLOPPY	Floppy media
DDS	Digital Data Storage
DVD	Digital Video Disk

Miscellaneous hardware

Word or expression	Definition
FW SCSI	Fast Wide Small Computer System Interface device driver - used to connect computers and peripheral devices
SE SCSI	Single Ended Small Computer System Interface device driver - used to connect computers and peripheral devices
ULTRASCSI	Performance Enhanced SCSI device driver with limited cable lengths (mainly used on workstations)

FIBRE CHANNEL FOR MASS STORAGE	Fast means of transporting existing protocols (mass storage = tapes and disk arrays)
DISK ARRAY	A group of disks (storage devices) used to store data spanning all devices. Connectivity: SCSI or FC/MS. **Remember to patch the appropriate interfaces, e.g. SCSI, FC
EMC ARRAY	A group of disks (storage devices) manufactured by EMC
XP Disk Arrays	The XP Disk Array Products includes XP256, XP512, and XP48. The XP256 and XP512 are highly available, cost-effective, multi-platform high-end disk arrays for moderate-to-high growth capacity environments and ultra-high performance application environments. The XP48 is based on the same technology but in a more compact package.
FC60 Disk Array	The FC60 is a mid-end disk array designed to deliver a large volume of high-performance, high-availability disk storage at an extremely affordable price, and combines the best of Fibre Channel speed, RAID protection, and multi-drive capacity
Virtual Array	An array product that utilizes AutoRaid Technology. These are high performance, high availability disk arrays for business-critical applications for HP-UX, Linux and Windows NT and Windows 2000 systems. All modules front and rear are hot pluggable. VA7400 includes the main and add-on chassis while VA7100 includes only 1 chassis.
EVA - Enterprise Virtual Array	EVA is a high performance, high capacity and high availability 'virtual' RAID storage solution that is designed for the datacenter with features that include improved storage utilization, scalability, high transaction I/O and MB data rate performance, seamless capacity expansion, instantaneous replication and simplified storage administration.

File systems

Word or expression	Definition
HFS	High performance File System resides on mass storage devices
JFS	Journal File System (Vxfs) extent based journaled file system
ADVANCED JFS	Advanced Journal File System allows for online administration (purchased product)

JFS V3.3	<p>3.3 version of JFS that includes fast file system recovery, no-panic error limits on disk and file system failures, extent-based allocation of disk space to files, support for up to 128GB files and file systems, quota capabilities for controlling strategic resources, and support for Access Control Lists (ACLs) security.</p> <p>To check if the JFS 3.3 product is installed, run:</p> <pre>swlist -l fileset JFS</pre> <p>If installed, the output will include the following:</p> <ul style="list-style-type: none"> • JFS 3.3 JFS 3.3 base filesystem • JFS.JFS-BASE-KRN 3.3 JFS 3.3 filesystem commands • JFS.JFS-BASE2-KRN 3.3 JFS 3.3 filesystem kernel libraries - 32 bit • JFS.JFS-ENG-A-MAN 3.3 JFS 3.3 filesystem man pages <p>AdvanceJFS V3.3 - JFS 3.3 with additional online features that include:</p> <ul style="list-style-type: none"> • file system resizing • snapshot support for common backup utilities • file defragmentation • directory optimization • discovered direct I/O • support for standard DMAPI • high integration with other VERITAS storage management applications • enablers for non-HP VERITAS Edition functionalities such as Quick I/O. <p>The major difference in JFS 3.3 and AdvanceJFS 3.3 from previous HP-UX versions is that they are the same binary file. AdvanceJFS 3.3 is a code-restricted subset of JFS.</p>
JFS 3.5	The VERITAS File System 3.5 (HPE OnlineJFS/JFS 3.5) product is an extent-based, intent-logging file system. This product is particularly geared toward UNIX environments that require high performance and availability, and that deal with large volumes of data.
NFS	Network File Services - remote file systems accessible over a network
PFS	Portable File System - software that allows access to Rockridge formatted CDs

Networking hardware

Word or expression	Definition
FDDI	Fiber Optic Distributed Data Interface-fast network interconnect
100BASET	Standardized 100 megabit/sec ethernet
DTCs	Datacommunication and Terminal Controller

100VG	Technology used for transmitting ethernet frame technology @ 100Mbps, which supports network design rules and topologies of Ethernet 10BaseT networks.
ATM	Asynchronous Transfer Mode - A high-speed cell-switching technology for LANS and WANS that carries data and "real time" voice and video.
1000BaseSX/TX	The Gigabit Ethernet intelligent adapters are designed to maximize server CPU efficiency with advanced features such as protocol offloading through on-board TCP, UDP, and IP checksum calculations and optional jumbo frame support (9000 byte maximum transfer unit, MTU) for improved efficiency and performance with bulk data transfer.
HYPERFABRIC	A high speed interconnect enabling nodes to communicate at up to 160MBytes/second in each direction. It consists of host-based interface cards and fast switches with copper connectors.

Networking software

Word or expression	Definition
LAN Manager	Local Area Network Manager A purchasable product used to map Microsoft Drives to HPUX in order to access NT/Windows disks from HPUX.
DNS	Domain Named System A distributed database
NIS	Network Information Service Network lookup services which allows you to administer databases from one node on the network.
ETHERNET	10BaseT connection
TOKEN RING	Complete link connection to a token ring network including hardware and transport software.
NETWARE/9000	A network Operating System developed by Novell, Inc.
X.25	Wide area network technology providing high-speed connections to remote sites, using packet-switching networks.
ACC/9000	Advanced Communication Controller. A family of WAN products that support high throughput and high connectivity networks.
OTS/9000	OSI Transport Services. A networking implementation by HPE that provides a platform for various OSI applications (OSI = Open Systems Interconnections).
SNA	System Network Architecture. An IBM emulation software product
APA	Auto Port Aggregation. HPE APA is a networking software package that bundles two, three, or four physical ports together to function as one logical port or trunk.

NIS+	Network Information Service Plus allows you to maintain configuration information for many hosts in a set of distributed databases. It allows these databases to be read or modified from any host in the network, and it also allows for common configuration information to be stored and maintained in a single location and propagated to all of the hosts within that network
------	--

Email

Word or expression	Definition
ELM	Electronic Mail Processing System
MAILX	Interactive Message Processing System
OPENMAIL	HPE Client/Server communication and messaging system
SENDMAIL	Send mail over the Internet - used only to deliver pre-formatted messages

Lan services

Word or expression	Definition
FTP	File Transfer Program-copies files over a network connection
TELNET	User interface to the Telnet protocol
RLOGIN	Remote Login Connects your terminal to a remote host
UUCP	Unix system to Unix system copy
REMSH	Run from a remote shell

Openview

Word or expression	Definition
NETWORK NODE MANAGER	The HPE network management software package
IT/OPERATIONS	The HPE distributed Client/Server software solution for disperse IT environments
SERVICE ASSURANCE	HPE OpenView Service Assurance allows you to collect, consolidate, correlate, associate, filter and report on all the elements in your infrastructure, generating real-time alert, event and alarm information so you can proactively manage - from end-to-end - all the critical elements of your service environment.

Graphical interfaces

Word or expression	Definition
X/MOTIF	Window Manager A program that controls the size, placement and operation of windows on the workspace
VUE	Visual User Environment A graphical user interface to HP-UX
CDE	Common Desktop Environment A graphical user interface to HP-UX

Java

Word or expression	Definition
JAVA1.2	Java version 1.2
JAVA1.3	Java version 1.3
JAVA1.4	Java version 1.4
JAVA5.0	Java version 5.0
JAVA6.0	Java version 6.0

Shell

Word or expression	Definition
SH	Bourne Shell
KSH	Korn Shell
CSH	C Shell
POSIX	Conformant command programming language

Print manager

Word or expression	Definition
LP SPOOLER	Line Printer Spooler Utilities and commands that control print requests of a user.
OPENSPOOL	Management system for print functions
DPS	Distributed Print Services-provides a standards based print spooling service.

TPS	Technical Print Service 11.X print spooling service
DAZEL PRINT SERVER	The Dazel Output Server is from the Dazel Corporation, an HPE Software Company. It creates an information-delivery infrastructure across the entire enterprise so that business-critical output flows efficiently and can be easily managed regardless of the business application running; the platform supported; or the number of sites, recipients or output devices involved. It is a recommended replacement for OpenSpool for enterprise environment.

HA meter

Word or expression	Definition
HA Meter Agent	A support tool that collects, stores, and computes the aggregate availability of a customer's mission critical systems, including ServiceGuard clusters, nodes and packages. This system archives the information on the server for later reporting.
HA Meter Agent w/EMS	Same as HA Meter Agent, but also includes Event Monitoring Services (EMS). EMS allows you to monitor the operation of a wide variety of hardware products and be alerted immediately if any failure or other unusual event occurs.

Patches: OpenVMS, Tru64 UNIX, and MPE/iX systems

OpenVMS

Click "Find standard patch bundles" to reach OpenVMS update kits.

Use the INSTALL_1, INSTALL_2, or INSTALL_3 keywords to find the most recent installation rating 1 OpenVMS patches. Enter keywords in combination using Boolean search criteria. For example, "INSTALL_1 AND (200909* OR 200910*)" to return all patches posted during September and October 2009 with an installation rating of 1.

OpenVMS patches have two types of dependencies:

- *Required:* Must be installed before the target kit gets installed
- *Optional:* Should be installed with the target kit but are at the discretion of the user

For new OpenVMS kits, both types of dependencies are listed at the top of the kit document, in a kit information header, as well as the usual spots in the body of the document. When you select a kit for download, if it has required dependencies, those kits will also be added to your "selected patch list". You can remove them (if for example the dependency kits have already been downloaded). Optional dependencies are not automatically added to the shopping cart; you must explicitly select them.

OpenVMS kits include the checksum in the documentation. The .TXT files for new kits have a header that lists critical information like installation rating, reboot requirement, kit size, and the checksum value.

Release Notes are included in the self-extracting binary file. Once a kit is expanded, they can be extracted from the binary file or will be placed in the system help directory during kit installation.

If the checksum value you generate after downloading a patch doesn't match the value listed in the patch document, report this using the "Contact Support" links on the HPE Support Center home page. This will allow the patch distribution team to investigate and fix the problem.

Tru64 UNIX

Click on "Find standard patch bundles" to reach Tru64 Aggregate kits.

Tru64 UNIX patches have two types of dependencies:

- *Required*: Must be installed before the target kit gets installed
- *Optional*: Should be installed with the target kit but are at the discretion of the user

When you select a kit for download, if it has required dependencies, those kits will also be added to your "selected patch list". You can remove them (if for example the dependency kits have already been downloaded). Optional dependencies are not automatically added to the shopping cart; you must explicitly select them.

To find patches for a given version and patch kit, use a keyword search with asterisks as wildcard characters. For example, to find all 5.1B-2/PK4 (BL25) patches, select 5.1B/TCR 5.1B as the OS revision and search for *B25*.

Use the keyword searches below:

Tru64 UNIX version	OS revision	Keyword
5.1B-2/PK4	5.1B/TCR5.1B	*B25*
5.1B-1/PK3	5.1B/TCR5.1B	*B24*
5.1A PK6	5.1A/TCR5.1A	*B24*
4.0G PK4	4.0G/TCR1.6	*B22*
4.0F PK8	4.0F/TCR1.6	*B22*

Release Notes are included in the self-extracting binary file. Once a kit is expanded, they can be extracted from the binary file or will be placed in the system help directory during kit installation.

Cryptographic checksums

Cryptographic checksums (also known as message digests or one-way hash functions), added to Tru64 UNIX aggregate patch kits provide assurance that the kits have not been altered in transit by accident or malicious intent. These new algorithms provide stronger protection than that of the traditional checksum algorithm, which can easily be subverted once the patch has been copied from the patch domain.

The MD5 checksums will be included in the checksum file for Tru64 UNIX aggregate ECOs soon.

Verify MD5 checksums as follows:

1. Obtain two additional perl modules, available from <http://www.cpan.org/>
 - Digest-MD5-2.13.tar.gz
 - Digest-SHA1-2.00.tar.gz

2. Install each module.
3. unzip, then untar into self-named directory:

```
>cd Digest-MD5-2.13 (or: cd Digest-SHA1-2.00)
>perl Makefile.PL
>make
>make test
>make install
```

4. Use the following script to verify the hashes:

```
#!/usr/bin/perl
#
# generates cryptographic checksums using two algorithms
#
use Digest::MD5;
use Digest::SHA1;
my $file = shift;
open(FILE, $file) or die "Can't open '$file': $!";
binmode(FILE);
$md5 = Digest::MD5->new;
$sha1 = Digest::SHA1->new;
while () {
    $md5->add($_);
    $sha1->add($_);
}
close(FILE);
print $md5->hexdigest, " ", "$file", " ", "MD5\n";
print $sha1->hexdigest, " ", "$file", " ", "SHA1\n";
```

MPE/iX

The following sections provide patch installation and tools information.

Packaging

MPE/iX patches provided by the HPE Support Center are packaged into a single file that can be downloaded and transferred to any PC, HP-UX, or MPE system. The packaging scheme uses a combination of STORE-to-disk and the MPE TOBYTE /FROMBYTE utilities to allow MPE file attributes on individual files to be maintained. The UNPACKP command file performs the necessary steps to unpack an individual patch file and prepare it for installation via the Patch/iX or AUTOPAT tool.

Patch ids

An MPE/iX Patch ID (also called an SCO ID) is used to track and maintain all information and code changes pertaining to the fix of a customer's problem. The Patch ID consists of eight alphanumeric characters, with the last character always being an alphabetic representation of the patch version. An example would be "MPEHX65C", where "C" is the patch version of MPEHX65. The Patch IDs referred to in this document and used by the patch database ALWAYS include the version.

Patch installation tools

Once a patch has been downloaded and unpacked, two installation tools are available for installing it: AUTOPAT and HP

Patch/iX. HPE recommends the use of HP Patch/iX for patch installation, since it has many features and checks to ease and improve the installation process, including:

1. A sophisticated patch qualification mechanism to ensure the integrity of your system.
2. The ability to perform much of the patch installation process while the system is still up and available to users.
3. An option to install a patch or set of patches using the HP Stage/iX subsystem, which allows the application of a patch to be performed without tapes. For more information on Stage/iX, refer to the *System Software Maintenance Manual* for your release.

Use AUTOPAT only if you are familiar with its use, and have a good understanding of MPE/iX patch management.

Ensure you have the latest version of Patch/iX as follows:

1. **:HELLO MANAGER.SYS,INSTALL**
2. **:PATCHIX VERSION**
3. Compare this version number (for example, B.01.02) with the latest version available for your release on the HPE Support Center download page. If you are running an earlier version than is available, download and install the newer one from the download page.

Create a Custom System Load Tape (CSLT)

Before starting any patch application activity, be sure to back up your system by creating a CSLT *and* a full backup. This will allow you the flexibility of restoring your system to the previous environment. Create a CSLT as follows:

1. Log on as MANAGER.SYS
2. **:SYSGEN**
3. **>TAPE**

Disclaimer

Caution: HPE is not liable for errors occurring during data transmission through the Internet. HPE assumes no responsibility for the use or reliability of its software on equipment that it has not furnished itself. Furthermore, for customers without a current support contract with HPE, HPE is not responsible for answering any questions in regard to the use of this patch delivery process.

Installation steps

Use the following steps to download, unpack, and install a patch on your HP3000 system.

1. Obtain UNPACKP.
2. Download the patch.
3. Use UNPACKP to unpack the patch files.
4. Use Patch/iX or AUTOPAT to install the patch.

Using the patch tools

The *System Software Maintenance Manual* for your release contains detailed instructions on the use of HP Patch/iX. If you do not have a hardcopy of this manual, you can download a copy from HPE using the link in the Related links box on the left side bar.

Diagnostic passwords

HPE has proprietary hardware diagnostic support tools for specific products, such as HPE 9000 and HPE Integrity servers running HP-UX. These tools are password protected.

HPE service personnel use these tools to perform hardware support. HPE also provides certain customers access to the passwords to use these tools. See **Diagnostic passwords** in the main menu.

If you have access to these tools, you should only use them if you are knowledgeable about them, since misuse can result in serious system problems. If you inadvertently cause damage to your system through misuse of these tools and need HPE help repairing that damage, you will incur additional expense not covered by your support agreement.

The available passwords are displayed in a table listing the appropriate system type and the time period for which the password is valid. You need a new password to run the diagnostic support tools once the limited time period expires, which is typically every six months, beginning February 1 and August 1. Information about how to apply the passwords is displayed below the table.

The password may be replaced by one of two terms:

- *Expired* - The time period has elapsed and a new password is not currently available.
- *Obsolete* - The system is no longer supported, so that a password is either no longer required or available.

In both cases no time period is shown.

Support Case Manager

Note: This help is for the Support Case Manager. HPE has introduced a new digital case management experience that has its own help: https://support.hpe.com/hpesc/public/docDisplay?docId=cep-help_en_us.

In the HPE Support Center you can browse to the Support Case Manager (SCM) in the following ways:

- **Option 1:** main menu > **Submit or manage support cases**.
- **Option 2:** On the HPE Support Center home page, click **Access Cases**.
- **Option 3:** Navigate directly at: www.hpe.com/support/scm.

Within SCM you can perform the following actions:

Submit a new support case

To submit a new support case, complete the following steps:

1. Browse to SCM or if you are already in SCM, click **Submit a case** in the left menu.
2. Find the product for which you want to submit a case. You have two options:
 - **Option 1:** If you do not know the contract that covers the product, click **Browse your contract & warranty products** to see a list of support agreements, packaged support and warranties (referred to as "contracts" below):



The screenshot shows the 'Support Case Manager' interface. On the left, there is a navigation menu with links: 'Support Case Manager', 'Submit a case', 'View case report', 'Edit SCM settings', and 'Help'. The main content area is titled 'Submit a case' and contains a text input field labeled 'Enter contract or warranty ID' with a green 'Submit case' button to its right. Below the input field is a small text note: '(Service Agreement ID, Packaged support ID, Product serial number)'. To the right of the input field is a link labeled 'Browse your contract & warranty products'.

The list includes contracts that are associated with your profile, or that are part of a contract and warranty share that has the SCM role enabled and that includes you as a member.

Expand the contracts in the list to see the products covered by each contract. Find the product in the list and click **Submit a case** on the right.

Submit a case

Support Case Manager

[Submit a case](#)
[View case report](#)
[Edit SCM settings](#)
[Help](#)

Manage your contracts & warranties

[Link support agreements](#)
[Link packaged support](#)
[Link warranties](#)
[View my contracts & warranties](#)

Browse your contract & warranty products

Select a product to submit a case. This page contains active support agreements, packaged support and warranties linked or shared to your Hewlett Packard Enterprise Support Center user ID. To view specific products contained in a contract, click on the corresponding plus [+] icon within the table.

Total number of linked contracts and warranties: 50

Search by **Search** **Reset**

(SAID, SAR, serial number, nickname or product number)

Linked support agreements - Selected: 106211805367 (289)

1 - 25 of 39 items First < 1 2 > Last

Support Account Reference	Service Agreement ID		
14FQ-36824	106211805367		
Product serial number	Product number	Product description	Action
PBYWQ0BRH5A019	684212-B21	HPE BladeSystem e-Class Enclosure	Submit a case
JPT343A74Y	654081-B21	HPE ProLiant DL360p Gen8 Server	Submit a case

- **Option 2:** If you already know the contract that covers the product, enter any of the following identifiers in the Contract or warranty ID field:
 - Product serial number (for a warranty)
 - Service Agreement ID (SAID)

Note: Datacenter Care customers: If you use a Principal SAID to submit a case, enter the device serial number in the Problem description field.

- Support Account Reference (SAR)
- Packaged support ID
- Nickname

If the identifier is valid and the contract is active, a list of products covered by the contract appears. Find the product in the list then click **Submit a case** on the right.

If you are signed in, a contract does not need to be associated with your profile to submit a case for a product covered by the contract.

3. From the *Submit a case* page, enter a case title, operating system and version, severity, serial number, preferred contact method, contact hours and time zone, preferred service method, site access details, and provide as much detail as you can. Describe the problem and the steps you have taken to resolve it.

See the sections below for examples of the type of information to provide.

Problem Description

- Error messages
- Log files

- Steps to recreate the problem

Location

- Alternate contact information
- Equipment address location

Configuration

- Identify third-party options installed and if they have been eliminated as potential causes.
- Identify system options installed, regardless of whether they seem pertinent.
- Total memory including RAM size and configuration.
- Installed patches and service packs.
- Revision levels (if a hardware or firmware problem).
- Version updates.
- Replaced parts.

Case History

- Has this problem been previously reported to HPE for the same product? If so, include prior support case numbers opened for that product.
- Actions taken by HPE, any service provider or the customer since the first occurrence of the problem.

Changes to Environment

- Power- or temperature-related problems.

Testing Information

- Can you reproduce the problem? If so, include the exact steps to reproduce it.
- Include crash analysis if a system crash.

Troubleshooting steps taken

Describe the steps you have already taken, and the results. Consider these questions:

- What were you trying to do when you detected the problem?
 - What were you expecting to happen?
 - What error messages did you see?
 - What programs, commands, or devices were involved?
 - When did you first observe the problem?
 - When was the last time the activity worked?
 - What has changed since then (hardware, software, configuration)?
 - If the problem is intermittent, under what conditions did the problem occur?
 - What do you think is the cause of the problem?
4. Enter contact and equipment locations. Contact information is used by the support agent to communicate updates and request further data. Ensure the contact is the person who can actually work with the support agent. Be sure the equipment location is accurate, as on-site visits and parts delivery are made to this address.
 5. Click **Submit**.

Anticipated response time

If you submit a case within the contract's coverage hours, the first available support agent will respond. For support outside of the contract's coverage hours, submit the case by phone and say that you need an "uplift" to your support contract. This will result in an additional charge. Uplift is not available in some countries.

For onsite support, response time depends on the type of contract. Onsite response time is the time an engineer will be onsite to address the problem, not problem resolution time.

Check the status of an existing case

To check the status of a support case, complete the following steps:

1. Browse to SCM.
2. On the SCM home page you have two options:
 - **Option 1:** If you know the case ID...
 - i. Enter it into the **Check case status** box and click **Go**.
 - ii. This displays a case summary below the text box, including the case status.
 - iii. To see more details, click **View case details**.
 - **Option 2:** If you do not know the case ID...
 - i. Browse through the *My recent cases* table to locate your case.
 - ii. When you locate your case, click the case ID.

You should now be on the *Case information* page, which shows a summary of the case and includes a complete case history.

Create a case report that lists all cases

You can create a list of cases submitted on products covered by contracts that are associated with your profile, or that are part of a contract and warranty share that has the SCM role enabled and that includes you as a member.

To create a case report, complete the following steps:

1. Browse to SCM.
2. On the SCM home page click **View case report**.
3. On the *Specify case report settings* page, select one or more contracts from the list and add them to the box on the right. You can also search for a specific contract or warranty. Enter the contract or warranty into the search box and click **Find**. This will highlight it in the list below.

View case report

Support Case Manager

[Submit a case](#)
[View case report](#)
[Edit SCM settings](#)
[Help](#)

Manage your contracts & warranties

[Link support agreements](#)
[Link packaged support](#)
[Link warranties](#)
[View my contracts & warranties](#)

Specify case report settings

Your online report will be filtered based on the settings you specify below.

Search for your contract or warranty

(SAID, SAR, serial number, nickname or product number)
 OR
 Select from your contracts & warranties, and click the Add button

SGH624V4FC,859040-375
CN18BYV0G7,JE069A
SG818SV1NA,J8700A
JPT2398E4K,661189-B21

Report contract and warranty list
 (Total listed = 18, Maximum = 200)

103528837704,2009 WTC ESP ADDS
103636529637,2010 CTC FLR3 ADDS
103637023130,2010 WTC FLR1 ADDS
103788704670,2011 GROUND ADDS
103200482416,FEDERAL1D499573
103247299144,FEDERAL3D499573
103272351247,SGF0601009

- Optionally, filter the cases by case status and time frame.

Additional filtering

Select case status to display.

Note: If you have hundreds of cases, selecting to view 'All' cases in a report could take several minutes to generate.

Case status

Select a time frame to display.

Note:

- If you have hundreds of cases, selecting to view 'All' cases in a report could take several minutes to generate.
- Cases completed over 90 days are not accessible via Support Case Manager.

Time frame

Specify the number of case summaries per page to display.

25 50 75 100

- Click **Create report**.
 The report lists cases associated with your profile, and includes: case ID, case title, serial number, status, severity, submitted and updated dates, and the customer tracking number. Click a case ID to view details for the case.
- Optionally, click the **CSV** icon to download the case report in CSV format.

To modify the report, click **Change report settings**.

View your recent cases

View the details of your recent cases three ways:

- Enter the case ID in the *Check case status* text box on the SCM home page, then click **Go**.
- Click the case ID in *My recent cases* table on the SCM home page.
- Click a case ID in the report generated by **View case report**.

The *Case information* page lists:

- Case information including case title, customer tracking number, contract and product numbers, source (web, phone), submitted and updated dates, and current status.
- Contact and equipment location.
- Case details.
- Case history, which includes correspondence and case logging information.
- Subcases, if any.

Update a case

You can add comments and attachments to open cases, and close cases.

To update a case, complete the following steps:

1. Browse to SCM.
2. Navigate to the *Case information* page using one of the methods detailed in ["View your recent cases" on the previous page](#).
3. On the *Case details & history* tab, click **Update, add attachment or request to close this case**.
4. Update the following:

- **Add comments**

In the text box, add comments and click **Update**. On submission your comments are added to the case history and the support agent is informed.

- **Email attachments**

Email pertinent documents such as program files, log files and illustrations to open cases by using the email link on the case details or case submit confirmation pages. Do not modify the email subject line. The attachments are added to the case and the support agent is notified. You will receive a confirmation email when they are processed. You cannot access documents attached to a case through Support Case Manager.

For security reasons, send the email from the same domain address as the domain of the case contact's email address, if possible. (The domain is after the @. For example: @mycompany.com.) Email delivery time is not guaranteed.

- **Close a case**

In the text box, enter a brief explanation of why you want to close the case, and click **Update**. Cases are not automatically closed as the result of a request. A support agent closes the case after reviewing the request.

Edit SCM settings

If you submit cases on a regular basis, it may be convenient to prefill contact and preferred equipment location values, and specify their source.

To edit SCM settings, complete the following steps:

1. Browse to SCM.
2. In the left menu, click **Edit SCM settings**.
3. Change any of the following settings:

- **Contact dropdown prefill values**

Specify the origin of the contact list on the case submit page. Use the contact data from one of the following:

- The contract you are using to submit the case.
- The contract you are using to submit the case, and your HPE Passport profile, and the contact data used the last time you submitted a case.

- **Preferred contact data prefill options**

Specify how you want your contact data prepopulated in the support case contact fields. Options:

- Do not prefill: Use when the contact data changes frequently or when you use the contact drop-down list to populate the fields.
- Prefill from your HPE Passport account: Your name and contact information.
- Use last entered data: Useful when the same contact information is used every time.
- Use data from support agreement: The contract you are using to submit the case. This is useful when the contract includes the contact person who is dedicated to handling cases with HPE.

- **Preferred equipment location data prefill options**

Specify how you want your equipment location information prepopulated in the support case contact fields.

Options:

- Do not prefill: Use when the contact data changes frequently or when you use the contact drop-down list to populate the fields.
- Prefill from your HPE Passport account: Your name and contact information.
- Use last entered data: Useful when the same contact information is used every time.
- Use data from support agreement: The contract you are using to submit the case. This is useful when the contract includes the contact person who is dedicated to handling cases with HPE.

4. Click **Save** to make the selected options become your new default settings.

Note: Customers with PIN codes, such as Datacenter Care customers, must add the PIN code to their profile before submitting cases. In Edit SCM settings, add the code in the "Support Case Manager PIN" field, and save.

Language support

Effective 19 March 2018, HPE will discontinue technical support in Danish, Swedish, Finnish, Norwegian and Dutch and will instead provide support in English. When you contact HPE for technical support, either online at HPE Support Center or on the telephone, English will be the language of communication.

HPE may continue to modify language support in the future. Any such changes will be noted here.

My HPE Software Center

My HPE Software Center is a separate site, where you can find software, documentation and license updates for products covered by Service Agreement IDs (SAIDs) linked to your HPE Passport ID. Click the **My HPE Software Center** in the main menu or **My HPE Software Center** in the Software Licensing section on the home page.

SAIDs are listed in the drop-down list as a result of you being the administrator or member of a user group that has the "User updates and licensing" role enabled, that is associated with one or both of:

- A contract and warranty share containing the SAID.
- A device group containing a device covered by the SAID.

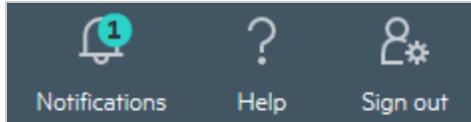
See Assign roles to user groups for details.

If you do not see an SAID that you expect to see in the list, you can enter the SAID in the text box below the list:

<input checked="" type="radio"/> Select an SAID:	<input type="text" value="Select SAID"/>
OR	
<input type="radio"/> Directly enter an SAID:	<input type="text"/>

Notifications

Notifications provide news about HPE Support Center outages and releases. Click the icon in the header to read notifications. If there is a number above the icon, this indicates there are new, unread notifications.



Note: Notifications use browser cookies. If you clear cookies or open the HPE Support Center in a different browser, notifications default to the *New* state.

When viewing notifications, you may also see older notifications that you have already read. *New* appears next to unread notifications.

Entitled access to HPE support materials

For certain products, you must have the right privilege to access their downloads, knowledge and tools. You gain this privilege in two ways:

- You have linked your HPE Passport ID to a warranty, packaged support ID, or support agreement that covers the product.
- Another user has linked their HPE Passport ID to a warranty, packaged support ID, or support agreement that covers the product, and has created a contract and warranty share that includes you as a member.

See [More Information on Access to HPE Support Materials](#) for details.

This privilege extends to HPE patches. See [My patch privileges](#) to review and understand which privileges are associated with your HPE Passport account.

Known issues

The following is a list of known issues.

Topic	Description
Edit service information	When completing device registration for direct connect devices, if you enter the same information for primary and secondary contacts, the contact information for both will become unavailable.

Support resources

Find the following items in the Help menu:

- [Site help \(this help\)](#) to find procedures and how-to information about HPE Support Center features.
- [Site support](#) to request assistance or report issues with specific HPE Support Center features.
- [Call support](#) to find country-specific contact information.

Find the following items in the main menu:

- [Submit or manage support cases](#).
- [Forums](#), an online community for peer-to-peer technical support and knowledge sharing. Like-minded professionals gather to exchange knowledge, best practices, and experience.
- [Chat with HPE](#) to help you find solutions to common product issues.

After you use the search to identify your product, on the product page the following options appear, if available:

- [Sign up for alerts](#) to receive alerts about your HPE products.
- [Chat with HPE](#).

For worldwide technical support information, see the [HPE support](#) website. Before contacting HPE, collect the following information:

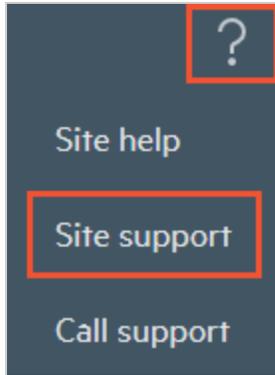
- Product model names and numbers
- Technical support registration number (if applicable)
- Product serial numbers
- Error messages
- Operating system type and revision level
- Detailed questions

HPE Support Center documentation

Find HPE Support Center and Insight Remote Support documentation at the [Hewlett Packard Enterprise Information Library](#).

Site support

If you need support with the HPE Support Center, click **Site support** in the help menu:



Then click **I need support**.

Fill in the form as follows:

1. Select a topic from the list.
2. Select tasks you were trying to perform. Before submitting the form, try the Help links on the right side of each task, to see if your question has been answered in the help.

Site Support

The Hewlett Packard Enterprise Support Center team is dedicated to making your online support experience the best that it can be. Please provide us information to help you with the HPE Support Center activities.

Topic

Select a topic

My IT Environment ▼

What task were you trying to perform? (Click as many as apply)

<input type="checkbox"/>	Manage devices	(Help)
<input type="checkbox"/>	Manage service events	(Help)
<input checked="" type="checkbox"/>	How to manage support cases	(Help)
<input type="checkbox"/>	Manage reports	(Help)

3. Provide a description and attach an optional file.

4. Specify the page your question is about.
5. Provide your contact information if you want to be contacted by HPE.

HPE recommends you provide your email and contact information, otherwise your support request is anonymous and HPE cannot contact you regarding your case.

If you provide your contact information, you will receive an automated confirmation of your request and a response to your support request within one business day.

6. Click **Submit**. Your support request is routed to the appropriate HPE Support Center response team based on your locale and language.

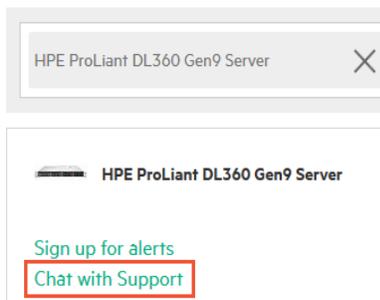
Chat with HPE

You can find chat in the following locations:

- In the Contact Support section on the home page.
- In the main menu.
- In the Search results, if chat is available in your location. On the product page one of three possible options for chat appear:
 - *Chat with Support*—when an agent matching your locale is available.
 - *Chat is currently unavailable*—when an agent is available in your locale but unavailable to chat.
 - *No option*—when an agent matching your locale is not available.

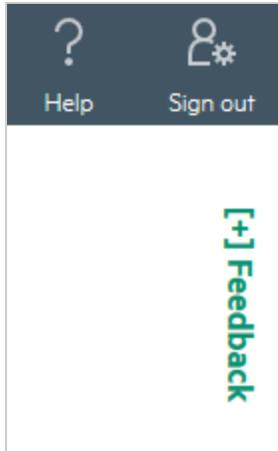
Before you chat with HPE support, have your product's serial number, Service Agreement ID (SAID), or Packaged Support ID available.





Feedback

Tell HPE what you think about the HPE Support Center. Click the **Feedback** button on the right side of any product landing page:



Then click **I want to provide feedback**.

Note that if you need support assistance, click **I need support** or see ["Site support" on page 82](#).

Fill in the form as follows:

1. Provide a description of your feedback and attach an optional file.
2. Provide your contact information if you want to be contacted by HPE.

HPE recommends you provide your email and contact information, otherwise your feedback is anonymous.

If you provide your contact information, you will receive an automated confirmation of your feedback.

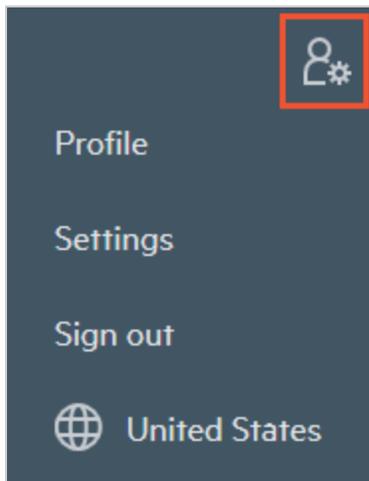
3. Click **Submit**.

Profile and settings

Note: HPE has introduced a new digital customer experience that has its own help for profile and settings: https://support.hpe.com/hpesc/public/docDisplay?docId=cep-help_en_us.

Note: HPE is required to check for global trade compliance. If you believe your access is wrongly blocked from receiving HPE services, please contact [HPE Support](#).

After you sign in, click the icon in the upper right of any page:



Profile

Change your:

- [Email address](#)
- [Name](#)
- [User ID](#)
- [Password](#)
- [Security questions](#)
- [Contact information](#)
- [Preferred language](#)
- [Country or region of residence](#)

Provide:

- [Additional business or personal contact information](#)

Delete:

- [Your profile](#)

Settings

View and edit the following:

- [Your profile](#)
- Forums settings
- Subscriber's Choice profile
- Support case manager

View the following:

- Contracts and warranties
- Entitled content access

The Settings page displays a summary of your current access to entitled HPE Support Center features and content:

My HPE Support Center Access

HPESC Role: Customer

Feature access: All public, and the following entitled features

- [Patch management](#)
- [Diagnostic passwords](#)
- [Software updates & licensing](#)
- [Support case manager](#)

Content access: All public, and the following entitled downloads and content

- HP ProLiant DL Servers - Recovery
- Storage Networking - Firmware
- Storage Networking - Management Software
- Storage Networking - Recovery
- Storage Networking - Software

Gain access to entitled features and content

- [Link warranties](#)
- [Link packaged support](#) 
- [Link support agreements](#)
- [Learn more about content access at HPE](#)

You have access to these if your HPE Passport ID is associated with an active support agreement, packaged support, or warranty (all referred to as "contract", below), by one or more of the following means:

- You are linked as the owner, in single mode, to a contract that enables access.
- You are linked in multiple mode to a contract that enables access.

- You are a member of a user group associated with a contract and warranty share, that includes a contract that enables access.
- You are a member of a user group associated with a device group, that contains a device that is covered by a contract that enables access.

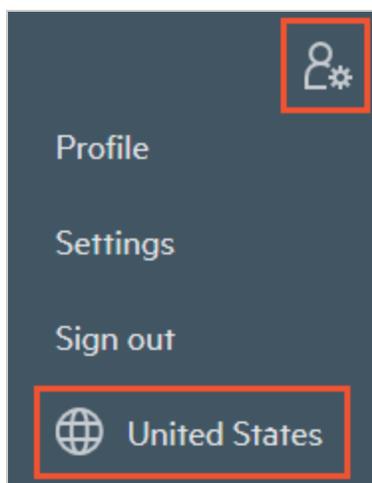
The summary also displays your current role in HPE Support Center (for example customer, partner, employee).

In the summary, follow the links under **Gain access to entitled features and content** to link your HPE Passport ID to additional entitlements. See [More Information on Access to HPE Support Materials](#) or click **Learn more** in the summary for additional information.

Sign out

Sign out of this HPE Support Center session.

Language and country selector



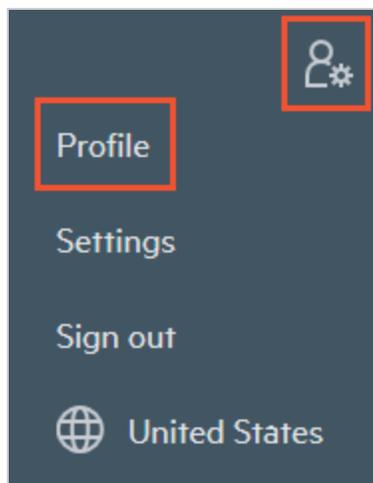
See ["Change language and country"](#) on page 92.

Change your HPE Passport profile

You sign into the HPE Support Center using your HPE Passport profile. You can change your email address and [User ID](#), and any of the other fields in your HPE Passport account, at any time.

To change your HPE Passport profile, complete the following steps:

1. Sign in to the HPE Support Center.
2. Click the profile and settings icon in the upper right, and click **Profile**.



3. On the *Edit My HPE Passport Profile* page, type your new email address into the field.

Edit My HPE Passport Profile

Required *

Personal Information

User ID
RHERERH3131

E-mail address *

4. Choose **Yes** or **No** if you want HPE to contact you via email about your products, services, offers and events from HPE.
5. Type your title and name into the fields.
6. Choose your preferred language and country from the drop-down lists.
7. The *Additional information* section includes your contact information:
 - a. Select your time zone from the drop-down list.
 - b. Select your country from the drop-down list.
 - c. Type your company name and address in the fields.
 - d. Type your phone number and fax number and choose **Yes** or **No** if you want HPE to contact you via phone or fax about your products, services, offers and events from HPE.
8. Click **Save changes**.

Links to additional profile settings can be found at the bottom of the page: [user ID](#), [password](#), and [security questions](#).

Change your email address

You can sign in to HPE Support Center using either your **email address** or your **User ID**. You can change your email address and User ID, and any of the other fields in your HPE Passport account, at any time.

To change your email address, complete the following steps:

1. Sign in to the HPE Support Center.
2. Click the profile and settings icon in the upper right, and click **Profile**.
3. On the *Edit My HPE Passport Profile* page, type your new email address into the field.
4. Click **Save changes**.

Change your User ID

You can sign in to HPE Support Center using either your **email address** or your **User ID**. You can change your email address and User ID, and any of the other fields in your HPE Passport account, at any time.

To change your User ID, complete the following steps:

1. Sign in to the HPE Support Center.
2. Click the profile and settings icon in the upper right, and click **Profile**.
3. On the *Edit My HPE Passport Profile* page, scroll to the bottom and click **Change User ID**.
4. Type your new User ID into the field, and type your password.
5. Click **Save changes**.

Change your password

To change your password, complete the following steps:

1. Sign in to the HPE Support Center.
2. Click the profile and settings icon in the upper right, and click **Profile**.
3. On the *Edit My HPE Passport Profile* page, scroll to the bottom and click **Change Password**.
4. Type your current password, and your new password into the fields.
5. Click **Save changes**.

Change security Q&A

If you forget your password, you must answer security questions before you can reset your password.

To change your security questions and answers, complete the following steps:

1. Sign in to the HPE Support Center.
2. Click the profile and settings icon in the upper right, and click **Profile**.
3. On the *Edit My HPE Passport Profile* page, scroll to the bottom and click **Change Security Q&A**.
4. Choose your security questions from the drop-down lists, and type the answers into the fields.
5. Click **Save changes**.

Change contact information

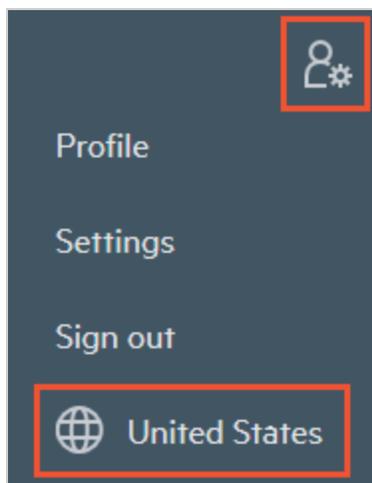
To change your contact information, complete the following steps:

1. Sign in to the HPE Support Center.
2. Click the profile and settings icon in the upper right, and click **Profile**.
3. On the *Edit My HPE Passport Profile* page, expand the **Additional information** section, and change any of the following information:
 - a. Select your time zone from the drop-down list.
 - b. Select your country from the drop-down list.
 - c. Type your company name and address in the fields.
 - d. Type your phone number and fax number and choose **Yes** or **No** if you want HPE to contact you via phone or fax about your products, services, offers and events from HPE.
4. Click **Save changes**.

Change language and country

The language that HPE Support Center displays is determined by the country you are accessing the site from. For example, if you are in Italy, the site appears in Italian.

You can change this language and country setting at any time by clicking the globe icon in the Sign in/Sign out menu:



Several countries share languages, but some country-specific information may be different, such as contact information.

Some languages differ slightly depending on region. The Spanish associated with countries in South America, for example, is different from the Spanish associated with Spain, and the Portuguese associated with Brazil is different from that of Portugal.

The complete list of supported languages is as follows:

- Chinese (simplified)
- Chinese (traditional)
- English

- French
- German
- Italian
- Japanese
- Korean
- Portuguese
- Russian
- Spanish

Technical documentation also appears in search results, if available, in the selected language.

You can use this feature to compare languages, if for example you are not sure of terminology in a given language. You can open a link in a new window, change the language in that window, and compare the different language versions of the same content.

Once you change a language in one window, the language will change for subsequent links on the site in all open windows, and will remain your selected language even after you sign out and back in again. To return to your original language, select it from the language and country selector.

Glossary

A

Agentless Management Service (AMS)

iLO 4 AMS uses out-of-band communication for increased security and stability. This feature runs on iLO hardware which is independent of operating system and processor.

C

contract

General term including: HPE support agreement, packaged support, and warranty.

contract and warranty

General term including: HPE support agreement, packaged support, and warranty.

CSN

Channel Services Network

D

Derived contract or warranty

A contract or warranty that is automatically linked to your HPE Passport ID as a result of being associated with a device registered to you or shared with you by another user.

device

Any object such as a server, storage system, or switch, that by means of being monitored by HPE remote support technologies and properly registered, or added manually, appears in Insight Online.

E

entitlement

The process of authorizing a request for support based on the contents of warranty or support contracts held by the customer, normally with respect to a specific Object of Service (OOS) such as a hardware or software

component. Your level of entitlement is determined by your HPE Support contract. Contact your HPE Account Team for more details.

H

HPE Authorized Channel Partner

Two types: HPE Authorized Reseller, who has been approved by HPE to become a partner in the Global Partner Portal, and who meets certain criteria. HPE Authorized Service Partner, who in addition to the services a reseller can provide, can also deliver break-fix services.

HPE Authorized Reseller/Distributor

Channel partners who sell hardware and services.

HPE Authorized Service Partner

Channel partners who deliver services and/or installation service on HPE's behalf.

HPE Insight Online

Part of HPE Support Center. Provides secure access to support the devices in your IT environment. Used primarily by IT staff and HPE Authorized Channel Partners to support infrastructure.

HPE Insight Remote Support

Insight RS provides proactive remote monitoring, diagnostics, and troubleshooting to help improve the availability of supported HPE servers and storage systems in your data center.

HPE Passport ID

ID for your HPE Passport account. Needed to sign in to HPE Support Center and Insight Online. It may be the email address you used when registering.

HPE Support Center

Contains: Product Support and My IT Environment sections. Use Product Support to find drivers, patches and other software, and search for a variety of support documentation. Use Insight Online to manage your remote support devices and contracts, and to access features such as Service Credits and reports. HPE Authorized Channel Partners also have access to a My Customers section.

I

iLO

Integrated Lights-Out. Embedded server management technology that delivers web-based remote management that is always available.

O

OA

Onboard Administrator. The OA for BladeSystem enclosures provides both local and remote administration of BladeSystem c-Class enclosures.

opt-in

During or after device registration, the customer consents or "opts-in" to have HPE or a partner contact them to discuss optimizing their environment.

P

Packaged support Services

An enhanced support package that can be purchased for many HPE products and services. These services extend coverage when an original warranty expires. They reduce downtime risks with support levels from basic to mission-critical.

S

Secure Sockets Layer (SSL)

Standard security technology for establishing an encrypted link between a web server and a browser. This link ensures that all data passed between the web server and browsers remain private and integral.

Service Agreement ID (SAID)

A Service Agreement ID (SAID) is your unique support identifier with Hewlett Packard Enterprise.

service event

HPE remote support technologies monitor a customer's hardware environment for service events that require

action from the HPE Authorized Service Partner or customer. For the most part, actionable service events require replacing a failed Field Replaceable Unit or Customer Replaceable Unit in the monitored hardware.

Simple Network Management Protocol (SNMP)

One of the management protocols supported by Insight Remote Support. Used extensively by networking systems and most servers.

Support Account Reference (SAR)

A type of product identifier. Also known as a System handle.

Support Case Manager (SCM)

A feature in the Product Support area of HPE Support Center. Use SCM to request support from HPE for products under active warranty.

System handle

Another name for Support Account Reference (SAR)

T

Transport Layer Security (TLS)

A protocol that ensures privacy between communicating applications and their users on the Internet. When a server and client communicate, TLS ensures that no third party may eavesdrop or tamper with any message. TLS is the successor to the Secure Sockets Layer (SSL).

W

Web-Based Enterprise Management (WBEM)

A set of management and Internet standard technologies developed to unify the management of distributed computing environments, facilitating the exchange of data across otherwise disparate technologies and platforms.

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