



The purpose of this document is to provide answers to potential questions that a customer may have when planning to upgrade or renew a lost license on an existing HP e3000 system. They concern the processes for ensuring that the MPE/iX Right to Use license requirements are being met through the HP e3000 AD377A Right to Use product.

### Hardware Upgrade

#### What is meant by a “permissible hardware upgrade path?”

A permissible hardware upgrade path is based on a supported hardware configuration within an HP e3000 platform family. The families covered by this upgrade policy are the 9x8, 9x9, 99x, and A- and N-Class platforms. Please refer to this chart for supported HP e3000 upgrade paths.

[http://www.hp.com/products1/evolution/e3000/upgrade\\_paths.html](http://www.hp.com/products1/evolution/e3000/upgrade_paths.html)

Any configuration not expressly allowed under the MPE/iX RTU should be viewed as a possible violation of the policy. To be more specific, running MPE/iX OS on any hardware under the following conditions without explicit HP approval would likely violate the existing MPE/iX RTU:

1. Any system not sold as an original HP 3000 or HP e3000.
2. Genuine HP e3000 systems with modifications to hardware, system settings, OS software, or other system attributes which are outside of HP’s published allowed Upgrade Paths or Supported Configurations.
3. Genuine HP e3000 systems with allowed hardware configurations but with modifications to cause the reporting of system attributes which are not equal to those actually present or configured on the system. For example, the number and type of CPUs present, System Model String or HPSUSAN by any method including binary patching, insertion of a system library or modification of stable storage values.

Possible violations of the MPE/iX RTU policy are not limited to the scenarios listed above.

#### Can I upgrade a hardware model from one platform family to another?

No. The upgrades allowed by HP policy are simple processor board upgrades within the same chassis. Upgrades across families often include chassis changes which are not allowed in this policy statement.

#### What are the rules about which parts can be used for an aftermarket hardware upgrade?

A genuine HP e3000 chassis with a HP e3000 bezel (nameplate) must be used.

#### Where can I go to explore pursuing a hardware upgrade?

Many different third-party companies specialize in e3000 hardware and parts. For example, an HP authorized reseller in the United States is Client Systems. If an upgrade is being considered, only genuine HP e3000 components (see above question) will constitute a valid upgrade. Otherwise, an HP MPE/iX RTU license will not be authorized for the upgraded system. Once you have decided on an upgrade, reference this link for more information on purchasing the MPE/iX RTU license:

<http://www.hp.com/products1/evolution/e3000/download/mpeixrtuinfo.pdf>

### **What steps are required to complete the HP e3000 hardware upgrade process?**

1. A customer needs to acquire valid hardware components (processor boards, etc)
2. A customer needs to contact HP or an HP authorized reseller (e.g., Client Systems in the US) to order the appropriate MPE/iX RTU software license product (AD377A).
3. HP or HP authorized reseller will contact the customer to conduct a remote verification of the system before finalizing the license order.
4. If the verification can't be completed remotely, HP or HP authorized personnel will need to conduct a physical verification on site, funded by the customer.
5. Upon approved system verification, the RTU license will be finalized and an HP Customer Engineer will be dispatched to modify the upgraded HP e3000's internal system and licensing information. The customer will be billed for the RTU license and the CE's Time and Materials charge (this fee will vary—HP or HP reseller to provide details).

### **Can non-HP hardware configuration tools be used to upgrade a system's internal stored model and licensing definitions?**

If a system is configured with a non-HP hardware configuration tool, then that system is not authorized to run MPE/iX. Any system that is running MPE/iX will need to meet strict HP-defined operational parameters in order to be considered a valid system.

### **After 2010, if a customer needs to update the internal stored hardware model and licensing definitions on their HP e3000 hardware systems, where can they go for help?**

The HP e3000 hardware system configuration information will be retained within HP. Post 2010, HP authorized personnel should be able to configure HP e3000 systems on a time and materials basis.

## **MPE/iX Licensing**

### **Why is HP offering this MPE/iX Right to Use (RTU) licensing product (AD377A)?**

Because customers are continuing to use the HP e3000 for their business needs, there may be a need for customers to pursue hardware system upgrades. Since HP no longer sells any MPE/iX upgrade kits, an MPE/iX Right to Use license software product enables customers to upgrade their e3000 systems. It also clarifies the upgrade process for e3000 customers and ensures that e3000 aftermarket systems remain valid to run MPE/iX. This product also allows customers to replace a lost MPE/iX RTU license for a valid e3000 system that has no documented history, such as a PO, invoice, or a support contract.

### **How does the upgrade license purchase process work? Is credit given for the existing MPE/iX RTU license on the system being upgraded?**

When an upgrade is required, the customer should contact HP or an HP authorized reseller with the starting system configuration and the target upgrade configuration. The customer will only pay the difference between the target license level and the original license level for that system as specified by the AD377A license product's "level" structure. This process is based on the requirement that the starting system is a valid HP e3000 system and that the upgrade is being completed with genuine HP e3000 parts.

### **How does the lost MPE/iX RTU license replacement process work?**

The replacement of a lost MPE/iX RTU license will occur in the case where a system is acquired by a customer with no proof of original purchase (e.g., a valid HP e3000 PO or invoice from HP or HP authorized resellers, or an HP support contract, etc). The system will be checked to verify it is still

eligible for an MPE/iX RTU license replacement and if that check passes, the customer will be sent a replacement license for that system. An administrative cost will be incurred.

**Who do I ask if I want to purchase an upgrade or a lost license replacement of an MPE/iX RTU license?**

Contact your HP sales representative or an authorized HP reseller in your geographical region for information about purchasing this license. For example, customers in the US can contact the authorized HP e3000 reseller Client Systems for assistance.

**Does this license upgrade product include hardware?**

No. This is a software license product only. The customer is responsible for purchasing the valid e3000 hardware needed for the upgrade through the secondary market.

**Does the lost MPE/iX RTU license replacement include MPE/iX software?**

During the replacement process, the customer will have the option through December 2010 to request a supported version of the MPE/iX FOS and SLT software.

**Does this MPE/iX RTU license product affect my other licensed HP e3000 software?**

Yes, it may impact your existing third-party software licensing agreements. All third-party products' software pricing requirements need to be adhered to by the customer. Furthermore, all other non-MPE/iX RTU products will need to adhere to the HP e3000 software licensing structures.

**When I want to sell my existing e3000 server(s), how do I initiate a software license transfer?**

Please contact HP's Software License Transfer team for assistance with the requirements for a license transfer. <http://www.hp.com/software/releases/releases-media2/slt/index.html> .

**How does MPE/iX Right-to-Use (RTU) licensing work for a platform emulator product if it's available?**

An MPE/iX license can be transferred from an existing HP e3000 system to an emulator, using the current Software License Transfer (SLT) process. A customer needing additional MPE/iX licenses will be able to purchase an MPE/iX RTU license through the AD377A product in conjunction with an emulator product through the end of 2010.

**Can an MPE/iX RTU license for an emulator platform be purchased before an emulator product is available by an emulator vendor?**

No. The MPE/iX RTU emulator license can only be purchased as a part of a sale with an emulator vendor.

**Where can I find more information on platform emulator and associated MPE/iX RTU licensing?**

Please see the Customer Communication dated January 2009 at [http://www.hp.com/products1/evolution/e3000/customer\\_com\\_Jan2009.html](http://www.hp.com/products1/evolution/e3000/customer_com_Jan2009.html).

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