



June 2011

IMPORTANT – New Software Updates and Licensing Portal

Dear valued HP support customer:

HP is pleased to announce a significant shift from physical delivery to electronic delivery for all contractual software updates.*

New Software Updates and Licensing portal

A new Software Updates and Licensing portal is now available. This portal allows immediate electronic access to all of your contractual software updates and can be accessed at <http://www.hp.com/go/hpsoftwareupdatesupport>. As a result of this change, the Software Update Manager (SUM) portal has been decommissioned.

The HP IT Resource Center portal (ITRC) is retiring and will be replaced by a next generation support portal – **HP Support Center**. This new portal will include the capabilities IT professionals use and value today, as well as new and enhanced features. Software Update Manager (SUM) will be retired with the ITRC, but you can access the new Software Update and Licensing portal through the HP Support Center portal.

Signup for HP Support Alerts

The product updates and obsolescence notifications process is being streamlined through electronic delivery via HP Support Alerts. To ensure you continue to receive update notifications, please take a few minutes to sign up for HP Support Alerts using the instructions below.

Please go to <http://www.hp.com/go/swupdatealerts> to subscribe to Software Update Alerts and to create your HP Support Alert profile. You will be asked to enter your name, email address, language preference and product number(s) on your support contract(s).

If you have already signed up for HP Support Alerts for products on your support agreements, please login and validate that your information is correct.

HP greatly values your business and is pleased to offer these upcoming new features. We look forward to continue serving you with our broad portfolio of products, services and support.

Best regards,
HP

** Operating Environment / Operating System Products – HP will continue to offer the option of physical delivery for HP-UX, OpenVMS, and Tru64 Unix products.*