



## Read before you request your next SOFTWARE (SW) UPDATE

### Dear Support Customer:

HP is committed to reducing the environmental impact of our products, services and operations.

We offer a wide variety of online support services, 24x7.

For our SW Update customers, we offer *electronic* alternatives to postal mailing update notifications and updates on physical media.

- SW update notifications via email
- download rather than SW on physical media, or you may choose both

We *strongly encourage* you to consider these electronic options.

They are available within the IT Resource Center (ITRC) and **HP Software Update Manager (SUM)**.

### **Registering to use the IT Resource Center (ITRC)**

#### **Step 1: To request a User ID**

The HP IT Resource Center is located at <http://www.itrc.hp.com>. Select the "register now!" link located at the top right side of the page. This step is performed once per user.

#### **Step 2: Link your support agreement(s) to your User ID**

Linking should be performed once for *each* support agreement. To perform this step, you will need the Service Agreement Identifier (SAID), or System Handle number, located on your support agreement.

To link, access

<http://www.itrc.hp.com/service/entitlements/linkSupportAgreement.do>

You may first be prompted to enter your ITRC User ID and password.

### **Accessing HP Software Update Manager (SUM)**

The SUM home page is located at <http://www.itrc.hp.com/service/sum/home.do> - bookmark for future use.

You may first be prompted to enter your ITRC User ID and password.

#### **To change to email notification**

At the SUM home page, select the "manage software notification" link, then select "change notification method to email" and submit appropriate changes.

#### **Downloading SW updates**

Most SW updates are available to download. You may choose download and/or physical media.

### **For assistance, or ITRC/SUM training**

Access <http://www.itrc.hp.com> and select "contact hp" at the top left corner of the page. Then select "ask a question about using the IT Resource Center". If you have an HP Account team assigned, feel free to contact a representative for assistance as well.

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