

SOFTWARE LICENSE TRANSFER FREQUENTLY ASKED QUESTIONS

HP3000, 9000, SuperDome, Integrity, EVA, and OpenView Products

See <http://www.hp.com/software/releases/releases-media2/slt/americas/index.html> for other products



PRE-TRANSFER

Q1: What software licenses require a formal ownership transfer?

A: Transfers are currently required for:

- HP3000, e3000 servers,
- HP9000, SuperDome, Integrity servers,
- HP OpenView products on any platform including non-HP systems
- EVAs
- Systems with OpenVMS VAX, OpenVMS-Alpha, or Tru64-Unix products
- Mercury, Peregrine, Systinet, Opware, SPI Dynamics, Dialogue, AFP (Exstream), and Output Server products

Q2: What does not need a formal Software License Transfer?

A: No transfer is currently required for the following products:

- Desktop PCs, Laptops, Vectras, Kayaks, Evo's
- Jukeboxes, Switches
- NetServers, Proliants, Workstations
- Printers
- Storage devices (except EVAs)
- VA disk arrays
- *Unless any of these are running an HP OpenView product*

The following products are not transferable:

- iCOD & ICAP software
- XP disk array software
- Micro Focus software
- MicroCOBOL software
- Microsoft software

Q3: How long does it take to complete a Software License Transfer?

A: It depends on the completeness of your request and the supporting documentation. In general, most are completed within 10-14 business days.

Q4: I only want to transfer my HP software, not the hardware. How do I do this?

A: Software packages can only be sold by HP or HP Authorized Channel Partners. HP-UX, MPE and OpenView software licenses may only change owners as part of a working hardware system.

Q5: If my company name changes, can I just have HP Support issue a new Support Agreement with the new company name?

A: A Software License Transfer will depend on whether or not there has been an ownership change of the licenses/servers.

SOFTWARE LICENSE TRANSFER FREQUENTLY ASKED QUESTIONS

HP3000, 9000, SuperDome, Integrity, EVA, and OpenView Products

See <http://www.hp.com/software/releases/releases-media2/slt/americas/index.html> for other products



	<i>Situation</i>	<i>Ownership Change</i>	<i>Transfer Required</i>
A	Your company is being merged with (fully absorbed into) another corporation. Because there is a change of ownership, a transfer is required from the old corporation (which is ceasing to exist) to the new corporation.	Yes	Yes
B	Your corporation is “spinning off” a new corporation. Because there is a change in ownership, a transfer is required from the original corporation to the newly formed corporation.	Yes	Yes
C	Your company has become a “daughter” corporation (51% or more owned by another corporation). Because your corporation still exists and there is no change in ownership (only your stock changed owners), you still own the licenses. A transfer is not required. See Note below.	No	No
D	Your “daughter” corporation will change its name to reflect the new corporate “parent”. Because this is a cosmetic name change only and there is no change of ownership, a transfer is not required. See Note below.	No	No

Note: In situations C and D above, we strongly recommend that both companies’ names are used on any HP Support Agreements or Support Contracts. This will protect your software licenses in the event your corporation is later sold to a different “parent” company.

Examples:

Mary’s Big Corp Inc. (owner: Little Corp.)

Little Corp. (subsidiary of Big Corp.)

Q6: 51% of my company was just purchased by another company. Do I have to do SLTs for my HP products?

A: See answer to Q5 above.

Q7: Why is a Software License Transfer required?

A: Whenever a customer purchases a new HP software product, HP grants that customer a "right-to-use" license. HP retains ownership of the actual software. When the customer wants to transfer the licenses to a new owner the right-to-use license does not automatically move with the hardware. The transfer is designed to –

- protects HP's Intellectual Property rights,
- protect our customer’s investment in their licenses,
- document the ownership change,

SOFTWARE LICENSE TRANSFER FREQUENTLY ASKED QUESTIONS

HP3000, 9000, SuperDome, Integrity, EVA, and OpenView Products

See <http://www.hp.com/software/releases/releases-media2/slt/americas/index.html> for other products



- assure the new owner that they are receiving a valid and legal license.

When the original owner is granted an HP right-to-use license they agree to HP's software license terms. The terms include a provision where the customer agrees that HP must approve any ownership change.

An explanation of the Software License Transfer process may be obtained by printing out the "SLT Process Sheet". Go to <http://www.hp.com/software/releases/releases-media2/slt/americas/hpux.html>.

Q8: The company from whom I bought my system is out of business. What do I do?

A: Even if a company is out of business, there legally must be a person authorized to sign documents for that company; i.e. an attorney, a bankruptcy court representative, etc. That is the person who must request the transfer and provide proof of ownership. HP cannot transfer the license away from the current owner without their participation in the transfer.

Q9: My company was purchased and I have an Assignment Letter that I need HP to sign.

A: An assignment or novation is typically used for contracts. Your HP software licenses are an asset. The SLT process would be used to transfer title to the software licenses. HP Support can review the assignment documentation for the applicable support contracts.

Q10: Do we need a Software License Transfer if we upgrade our HP server?

A: No Software License Transfer is necessary at the time of an upgrade. All upgrades, however, must be installed by HP Customer Engineers. Once the HP CE completes the upgrade, we strongly recommend that the customer's Support Agreement be updated at that time to reflect the upgrade.

If a server is being transferred that has been upgraded the customer will need to supply a copy of the invoice for purchase of the hardware parts, the license upgrade and the name of the HP Customer Engineer who installed the upgrade.

Q11: Are there any HP-authorized resellers of used HP e3000's and HP 9000's?

A: Client Systems/Phoenix 3000 in Denver, CO, is the only authorized reseller of used HP e3000's. You can reach Phoenix 3000 at 303-873-6500, or email info@clientsystems.com or on the web at www.3kworld.com. At this time there are no HP-authorized resellers of used HP 9000's.

FEE

Q12: Is there a charge for a Software License Transfer?

A: Yes, the SLT cost recovery fee is \$400 USD plus applicable sales tax per server, per EVA, or per batch of OpenView products on non-server platforms. The SLT cost recovery fee, plus tax, must be received at the time the SLT request is submitted.

Please Note: The applicable sales tax must be based on the Transferee's location. If the Transferee has a reseller's license, a copy of their tax exemption certificate must accompany the transfer request.

HP accepts checks, money orders, Visa, MasterCard, and American Express. Checks/money orders should be made out to Hewlett-Packard and must be mailed to the SLT office in California.

SOFTWARE LICENSE TRANSFER FREQUENTLY ASKED QUESTIONS

HP3000, 9000, SuperDome, Integrity, EVA, and OpenView Products

See <http://www.hp.com/software/releases/releases-media2/slt/americas/index.html> for other products



Please note this fee covers each *server, EVA, or batch of OpenView products on non-server platforms* being transferred, not each *license*. If there are multiple licenses on a server system the fee does not increase.

Q13: How do I let you know my company is exempted from paying sales taxes?

A: If you are the Transferee and your company is exempted from paying sales taxes, a copy of your exemption certificate must accompany your request to transfer.

Q14: Why is HP charging for Software License Transfers?

A: We realize our customers take license compliance seriously and want to be assured that the products they are using are compliant with HP terms. The License Transfer Process offers our customers the ability to remain compliant and continue to use HP software and systems with confidence. The SLT Cost Recovery Fee is a vehicle whereby HP can recover some of the costs associated with the Software License Transfer process.

HP will accept checks, money orders, Visa, MasterCard, and American Express. All checks/money orders should be made payable to Hewlett-Packard and must be mailed to the SLT office in California.

PROCESS

Q15: I want to sell my HP3000, HP9000, SuperDome, Integrity server or EVA. What do I have to do to get the license transferred to the new owner?

A: To begin a transfer send the following documents to HP's Software License Transfer Group,

- A filled in SLT Transfer Request Form. Or you can put the request on letterhead or in an email as long as the same information is included.
- The transfer cost recovery fee.
- HP's Software License Terms E36S signed by the new owner.
- Your proof of ownership of the software licenses and the server.

Q16: Where can I obtain the forms I need to start the SLT process?

A: You can find these forms at <http://www.hp.com/software/releases/releases-media2/slt/americas/hpux.html>.

Q17: What documents can I email or fax to you?

A: Most documents may be emailed to slt@hp.com or faxed to us at our secure eFax 408-796-5390. The only exception is when an original SLT document is to be corrected or used in a software server-to-server migration (resale systems only).

Q18: Who signs the Exhibit E36S and As-Is Warranty Statement?

A: The buyer, or "Transferee," signs the Exhibit E36S and the As-Is Warranty Statement. This cannot be the same person who signs the Transfer Authorization for the Transferor.

PROOF OF OWNERSHIP

Q19: What documents will you accept as valid proof of ownership?

A: Your proof of ownership must be one of the following:

- A copy of an HP invoice, or an HP Authorized Reseller invoice
- A copy of a complete HP Support Agreement/Contract listing the hardware and software

SOFTWARE LICENSE TRANSFER FREQUENTLY ASKED QUESTIONS

HP3000, 9000, SuperDome, Integrity, EVA, and OpenView Products

See <http://www.hp.com/software/releases/releases-media2/slt/americas/index.html> for other products



- A copy of an HP packing slip listing the hardware and software
- A copy of an executed Software License Transfer Authorization – Exhibit F00

All proof of ownership documents must show the product number and serial number of the server and itemize the software products.

Q20: Where do I get a copy of my HP Support Agreement?

A: You may obtain a copy of your HP Support Agreement from your HP Support Contract Specialist, your HP Support Account Representative, or by calling 1-800-386-1115 or going to the website at <http://www.esca.hp.com/>.

Q21: Why can't we use an HP Quotation for Support Services? Why do we have to use the Agreement for Support Services?

A: An **Agreement** for Support Services is proof that the customer had HP support on valid licenses. A **Quotation** for Support Services, unless accompanied by a *renewal* letter from HP, denotes only that HP bid on support. A quotation does not show that the customer's licenses had been validated.

Q22: Can I use our company Purchase Order as proof?

A: A company Purchase Order may not be used as proof of ownership. Proof of ownership must be an HP document.

Q23: I have a Software Certificate. Can I use that as proof of ownership?

A: A Software Certificate can be used for secondary, or application, software only; e.g., compilers, Glance, etc. **if** it identifies the owner of the license. This could be by either the Sales Order Number or the company name printed on the certificate when it was issued. A Software Certificate cannot be used as proof of ownership of the operating system and user level, or for the hardware.

Q24: How do I know if my proof of ownership is acceptable?

A: See "Proof of Ownership" section of the Software License Transfer Request Form for acceptable proofs of ownership. Or contact the SLT Group.

Q25: Here's my Sales Order number (or System Handle from a Support Contract). Why can't the SLT Group get my proof for me?

A: Unfortunately, invoices are only maintained on the HP intranet for two years. The SLT Group does not have access to older invoices. The SLT Group also does not have full access to the support agreement database. It is the customer's responsibility to provide valid proof of ownership. If you don't have a copy of your support agreement you can obtain a copy of your HP Support Agreement from your HP Support Contract Specialist, your HP Support Account Representative, or by calling 1-800-386-1115 or by going to the website at <http://www.esca.hp.com/>.

Q26: I'm buying a used HP server. How do I know if the seller owns the right-to-use license so that it can be transferred to my company?

A: You can ask to see the seller's proof of ownership –

- A copy of an HP invoice, or an HP Authorized Reseller invoice
- A copy of a complete HP Support Agreement/Contract listing the hardware and software
- A copy of an HP packing slip listing the hardware and software

SOFTWARE LICENSE TRANSFER FREQUENTLY ASKED QUESTIONS

HP3000, 9000, SuperDome, Integrity, EVA, and OpenView Products

See <http://www.hp.com/software/releases/releases-media2/slt/americas/index.html> for other products



- A copy of an executed Software License Transfer Authorization – Exhibit F00

The proof must be an HP document that contains the server Serial Number, Model Number, User License level and itemize the software products.

Q27: What if I have no proof of ownership at all?

A: We try to work with HP's customers as much as possible; however, the burden of proof is on the customer to show valid ownership documentation. If the customer can come up with none of the accepted proofs of ownership, HP cannot process the Software License Transfer.

AFTER THE TRANSFER

Q28: I have my executed SLT document. How do I get support?

A: You may arrange for HP Support by calling 1-800-386-1115 or by going to the website at <http://www.esca.hp.com/>. If you are currently working with an HP Support Representative we will be glad to email them a copy of the completed license. You must let us know that you want this done and who you are working with.

Q29: I have my executed SLT document. How do I get codewords and/or OV passwords?

A: The software should be already loaded on the server. The company you purchased the system from is responsible to provide you with any media, manuals, passwords or codewords. If the software was not already loaded, then you will need to go back to the company from which you purchased the system to resolve the situation. HP cannot provide a new codeword or password in this situation.

In order to receive a new codeword or software upgrade, you MUST have a valid support contract. If you have a valid support contract, then you may contact HP to obtain the necessary codeword. You must provide the following information:

- Your HP Support Agreement ID OR your HP Support Agreement Handle
- For codeword generation, please provide the HP-UX Application media part number(s) that are printed on the face of the Application CD(s) or DVD(s).

HP-UX Codeword Contact Information

Online: <http://licensing.hp.com/welcome.slm>

Email: hplicense.na@hp.com

Phone: 1-800-538-1733

OpenView Password Center

Email: americas_password@cnd.hp.com

Phone: 1-800-326-0411

If you do not have a valid support contract, you can purchase licenses by calling the Order Fulfillment Center at 1-800-386-1117 or by going to the Software Depot website at <http://h20293.www2.hp.com/>

Q30: I have my executed SLT document. Will HP send me media or an upgrade?

A: The person or company from whom you purchased the system is responsible for providing either an installed operating system and software or the media for the operating system and software. If your reseller cannot provide either, you may purchase media from your HP Sales representative.

If you wish to upgrade your system, you may purchase upgrades from your HP Sales representative. Please note that all installations must be done by an authorized HP Customer Engineer in order for the system to be supportable.

SOFTWARE LICENSE TRANSFER FREQUENTLY ASKED QUESTIONS

HP3000, 9000, SuperDome, Integrity, EVA, and OpenView Products

See <http://www.hp.com/software/releases/releases-media2/slt/americas/index.html> for other products



SERVER-TO-SERVER MIGRATION – SAME OWNER

Q31: Can we transfer the User License(s) from its original HP e3000 to another HP e3000?

A: End user customers may migrate software server-to-server when there is no change in ownership. Details are listed below.

Resellers should contact the SLT Group for migration process details.

End Customers only:

End customers do not need to go through the SLT group to do a software migration.

The Policies for migrations are located at the following URLs:

HP Policy: Within Hardware Platform Software License Trade-in and Transfer for HP Integrity and HP 9000 servers <http://licensing.hp.com/slm/swl/view.slm?page=wihapla>

HP Policy: Cross Platform Software License Trade-in and Transfer to Integrity or HP 9000 servers <http://licensing.hp.com/slm/swl/view.slm?page=xplsoft>

Summary of requirements for migrations:

1. There can be no change in ownership. Both systems must belong to the same owner.
2. The software must be removed from the old server. The old server may not be sold/traded/donated to a new owner with the software intact.
3. MPE, Allbase, Image, TurboImage may not migrate to a different server.
4. Software purchased directly from HP, or an HP Authorized Channel Partner, may only be migrated to a different server through a current HP support contract. At the time of migration, the support contract for each system must be updated.
5. Software sourced as used (software on used servers) can migrate without a current HP support agreement. The software and servers would have had the required formal SLT with an HP Software License Transfer Authorization - Exhibit F00 issued as proof of transfer.
6. Software on systems intended for resale must have a formal SLT Software-Only Transfer server-to-server (through the SLT group).
7. Software that was purchased as a bundle cannot be separated.
8. Software can run concurrently for no more than 90 days, for testing purposes only.
9. The software product will be the same on the new server as it was on the old. The HP Product Number will not change. Upgrades, different versions, media or manuals must be purchased from HP.

Q32: Can we transfer the User License(s) from its original HP9000 to another HP9000?

SOFTWARE LICENSE TRANSFER FREQUENTLY ASKED QUESTIONS

HP3000, 9000, SuperDome, Integrity, EVA, and OpenView Products

See <http://www.hp.com/software/releases/releases-media2/slt/americas/index.html> for other products



See answer to Q31 above.

OpenVMS VAX, OpenVMS-Alpha, and Tru64-Unix products

Q33: Does this process apply to OpenVMS VAX, OpenVMS-Alpha, and Tru64-Unix products?

A: No, there is a separate process that supplies the License PAKs: <http://www.hp.com/go/slt>

Phone: 800-277-8988 ext 14415
Fax: 508-467-7091
Address: Hewlett-Packard
CSLA Department, Bldg. MR01-3/DI
200 Forest Street
Marlborough, MA 01752

Mercury, Peregrine, Systinet, Opware, SPI Dynamics, Dialogue, AFP (Exstream), and Output Server products

Q34: Does this process apply to Mercury, Systinet, Peregrine, Opware, SPI Dynamics, Dialogue, AFP (Exstream), and Output Server products?

A: No, there is a separate process: <http://www.hp.com/go/slt>

CONTACT INFORMATION

Q35: You haven't answered my question. How can I get in touch with the SLT Group?

A: You can reach the SLT Group in the following ways:

Phone: 408-447-4418
Fax: 408-796-5390
Address: Hewlett-Packard Company
MS: SLT 4061
19420 Homestead Road
Cupertino, CA 95014
Website: www.hp.com/go/slt