

SOFTWARE LICENSE TRANSFER FREQUENTLY ASKED QUESTIONS



PRE-TRANSFER

Q1: What software licenses require a formal ownership transfer?

A: Transfers are currently required for

- HP3000, e3000 servers,
- HP9000, SuperDome, Integrity servers,
- Alpha servers, VAX servers,
- And HP OpenView, OpenVMS and Tru64-Unix (OSF) products on any platform.

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

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

- Storage devices
- VA disk arrays
- Jukeboxes
- Switches
- Vectras or Kayaks
- Proliants
- Printers
- NetServers
- Workstations

Unless there is an HP OpenView, OpenVMS, or Tru64-Unix (OSF) license on the system.

The following products are not transferable:

- iCOD
- XP disk array 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. Otherwise an HP software license 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: It depends on why the company name was changed. If there has been a merger, acquisition or spin off there may need to be a software license transfer. If the name change is only "cosmetic" no transfer would be needed. The SLT Group will be glad to discuss the specifics of your situation.

Q6: 51% of my company was just purchased by another company. Do I have to do SLT's for my HP equipment?

A: It would need to be determined if there had been an ownership change of the licenses. The SLT Group will be glad to review your specific situation and give you an answer.



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Generally if your company is still a separate corporation, and only the ownership of your stock has changed, no SLT is required.

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,
- 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 in the U.S. 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 upgrade and the name of the HP Customer Engineer who did 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.



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FEE

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

A: Yes, the SLT cost recovery fee is \$400USD, plus applicable sales taxes, for each server to be transferred. 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.

Please note this fee covers each **system** being transferred, not each **license**. If there are multiple licenses on a 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.

PROCESS

Q15: I want to sell my HP server. 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>.

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Q17: What documents can I fax to you?

A: The only document that may **NOT** be faxed to us is an HP signed Software License Transfer Authorization to be used as proof of ownership. All other documents may be faxed to us at 800-541-2633.

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.

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 the HP invoice for purchase of the system,
- A copy of an HP Authorized Reseller invoice for purchase of the system,
- A copy of an HP Support Contract,
- An **original** Software License Transfer Authorization – Exhibit F00, signed by HP,
- An HP packing slip.

All proof of ownership documents must show the product number and serial number of the server and a list of installed software.

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.

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; i.e., 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.



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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.

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 –

- An original executed Software License Transfer Authorization Exhibit F00
- A copy of an HP invoice for purchase of the hardware and software
- A copy of an HP Authorized Reseller invoice for purchase of the hardware and software
- A copy of an HP Support Agreement

The proof must be an HP document that contains the server Serial Number, Model Number, User License level and a list of installed software.

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. 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
- The part number from the disk you will use to load the software

HP-UX Codeword Contact

OpenView Password Center

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Information

Phone: 1-800-326-0411

ON-LINE:

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

Phone: 1-800-538-1733

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.

SERVER-TO-SERVER MIGRATION

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

A: Unfortunately, no. The User License can never be transferred from its original HP e3000 to another HP e3000. The Operating System, the User License, Image, TurboImage and Allbase must stay with the original hardware and can never be swapped between two systems. Other HP3000 application software can migrate.

Q32: Can I move some of my software applications from one HP 9000 to another HP 9000?

A: An end-user customer may migrate any HP9000 software license from one HP9000 to another as long as –

- There is no change in ownership,
- The software is removed from the old server.

Bundled software cannot be split onto separate systems.

A customer can choose to migrate an HP-UX operating system license, but the operating system must be removed from the server before disposal. The old server can no longer be used, not even as a back up system.

The license will stay the same on the new server as it was on the old. If a customer needs upgrades, different versions, additional CPU licenses, media or manuals they can be purchased from HP, or an HP Authorized Channel Partner.

Resellers should contact the SLT Group for migration process details.

Compaq, Alpha, VAX and OpenVMS

Q33: Does this process apply to Compaq, Alpha, VAX and OpenVMS products?

A: No, there is a separate process that supplies the License PAKs.

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<http://www.hp.com/go/slt>

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Littleton, MA 01460

CONTACT INFORMATION

Q34: You haven't answered my question. How can I get in touch with the SLT Group?

A: We have moved to a new location in California. You can reach the SLT Group in the following ways:

Phone: 408-447-4418
Fax: 800-541-2633
Address: Hewlett-Packard Company
MS: SLT 4061
19420 Homestead Road
Cupertino, CA 95014
Website: www.hp.com/go/slt