



The purpose of this document is to provide answers to potential questions that a customer may have when planning to upgrade 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 in this upgrade.

## 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/products.html>

### 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/products.html>

### 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.

## **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.

### **How does the license purchase process work? Is credit given for the existing MPE/iX 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.

### **Who do I ask if I want to purchase or upgrade MPE/iX RTU licenses?**

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 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> .