Hewlett Packard Enterprise

HPE Operating System Patch Analysis Service

HPE Lifecycle Event Services

HPE Operating System Patch Analysis Service provides a review of existing customer operating system (OS) patches and compares them to current versions, then analyzes them and makes recommendations that are applicable to your designated operating system and server. Operating systems covered by this service include HP-UX, MPE, Tru64 UNIX®, Microsoft® Windows®, and Red Hat and SUSE Linux that are running on BCS (enterprise servers) and ISS x86 (core servers). This service is scalable to add the Operating System Patch Analysis for up to 10 additional OS instances during the same service engagement.

Service benefits

This service can:

- Address potential problems

- Provide added functionality

- Reduce downtime

- Improve availability and performance

Service feature highlights

- Specifics recommendations of OS patches (varies by OS)

- HPE review of recommendations and results

- Assistance with change management considerations

Table 1. Service features

Feature	Delivery specifications
Specifics recommendations of OS patches (varies by OS)	The following OS patches are recommended for the operating systems listed: • HP-UX proprietary operating system—The patch analysis covers both the operating system and the operating environment (OE), if it is installed on the server. • Tru64 UNIX proprietary operating systems—The patch analysis includes the operating system. • MPE proprietary operating systems—Hewlett Packard Enterprise will provide the latest Power Patch bundle of recommended patches for Customer installation. • Microsoft Windows operating system—The patch analysis includes the address features of the latest Microsoft OS and server application service pack. The service provides six months of monthly notifications on Microsoft Security Releases and two quarterly notifications on HPE and Microsoft supported products.

	• Linux operating systems—HPE reviews Linux patch notifications from Linux suppliers (Red Hat and SUSE) and provides recommendations that are applicable to the Customer's environment based on the Customer installation.
HPE review of recommendations and results	During the review of recommendations and results, Hewlett Packard Enterprise will discuss and evaluate the following with the Customer: • HP-UX—HPE provides a customized bundle and report of recommendations for the Customer's evaluation and installation. • Tru64 UNIX—HPE provides a customized report of recommendations for the Customer's evaluation and installation. • Microsoft Windows—HPE delivers a single written Microsoft Service Pack Briefing that addresses the features of the latest Microsoft OS and server application service pack. The service provides six months of monthly notifications on Microsoft Security Releases and two quarterly notifications on HPE and Microsoft supported products. • Linux—HPE provides patch recommendations for (Red Hat and SUSE), based on the Customer-installed version, for the Customer's evaluation.
Assistance with change management considerations	Hewlett Packard Enterprise will provide the Customer with assistance in preparing for the impact of making changes to the recommended patches.

Service limitations

- This service is delivered one time for one Customer-designated operating system installed on a single server or single partition.

- This service is scalable to add the Operating System Patch Analysis for up to 10 additional OS instances during the same engagement, which can be ordered under a separate SKU (see the Ordering information section).

- Deliverables vary by operating system (refer to the Service features table).

- Patch installation is not a component of this service.

- This service is delivered remotely.

Service eligibility

Customers are eligible for the delivery of this service if they meet the following prerequisites:

- The Customer must be running a version of the software that is supported on the Customer's hardware.

- The Customer has a valid software license or subscription for the OS software.

Customer responsibilities

For HPE proprietary software, the Customer is responsible for registering to use the HPESC in order to obtain software product information and download HPE software patches.

For HP-UX, the HP-UX patch strategy has been defined and approved by the Customer.

For non-HPE proprietary software, the Customer must have a valid license or rights to use and have access to third-party software for downloading patches and updates.

General provisions/Other exclusions

For HPE proprietary OS software, the Customer is responsible for registering to use the HPESC in order to obtain software product information and download HPE software patches.

Patch installation is not a component of this service.

Ordering information

To order HPE Operating System Patch Analysis Service, please use the following part numbers:

- HPE OS Patch Analysis First Instance SVC

  – Flex Support Service: H6B14A1

  – Contractual Support Service: H6B14AC

- HPE OS Patch Analysis 10 Additional Instance SVC

  – Flex Support Service: H7B29A1

  – Contractual Support Service: H7B29AC

For more information

For more information on Hewlett Packard Enterprise support services, contact any of our worldwide sales offices or visit the following website:

www.hpe.com/services/support
www.hpe.com/services/support

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