Abstract
This guide provides information about purchasing, registering, and activating HPE iLO 4 licenses.
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Websites

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Why is it important to register even though my license key is already installed?

What happens if I lose my license key?

Does my license expire?

Do I lose functionality of licensed features when my one or three year Technical and Support Contract expires?

Are standard iLO features covered in my one or three year Technical Support Contract?

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Can I transfer my license to another server?

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Introduction to HPE iLO

When reliability is essential for your system health, HPE Integrated Lights-Out (iLO) provides the automated intelligence to maintain complete server control from any place, anywhere, and ships with every ProLiant Server.

- HPE iLO Standard functions out-of-the-box without additional software installation, regardless of the state of operation of your server.
- HPE iLO Standard ships at no extra cost as part of your HPE ProLiant Server.
- To gain access to iLO Advanced functionality, you can unlock additional features with an add-on license.
- You can access HPE iLO from any location via a web browser or the iLO mobile application, which helps you unleash the value of the HPE ProLiant platform and deliver the highest possible quality of IT service to your business.

With HPE iLO Management, you can simplify server setup, proactively engage in monitoring system health, power, and thermal control, and perform key administrative tasks remotely.

![Provision
Rapid Discovery & Remote access]  ![Monitor
Server health, power & thermal usage]  ![Optimize
Remote management]  ![Support
Diagnosis & alerting]

The following benefits are key features of HPE iLO:

- **Provision**—Rapid discovery and remote access features enable you to inventory and deploy servers using Virtual Media and iLO Federation remotely with the HPE iLO web interface, remote console, command-line interface, or mobile application.
- **Monitor**—System health and performance protection with advanced power and thermal control enables you to achieve maximum power efficiency. In addition, Agentless Management helps you monitor core hardware and related alerts without needing to install agents or providers on your host operating system.
- **Optimize**—An Integrated Remote Console enables you to access, control, and configure system properties.
- **Support**—Core instrumentation that operates whether the OS is up or down enables you to view the Integrated Management Log, and view and your Active Health System logs.
  - HPE iLO provides a free Active Health System viewer that you can use to quickly identify and resolve problems. You can also send your logs to HPE support for additional assistance.

HPE iLO fulfills universal server administration requirements
### Administrative function

<table>
<thead>
<tr>
<th>Requirement</th>
<th>HPE iLO solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monitor and remotely control servers in a multi-vendor environment.</td>
<td>Support for the IPMI 2.0 specification, and the emerging “Redfish” standard.</td>
</tr>
<tr>
<td>Reduce dependence on OS-based SNMP agents.</td>
<td>Agentless Management capabilities that enable the iLO firmware to generate SNMP alerts by itself instead of through OS-based agents.</td>
</tr>
<tr>
<td>Control power consumption.</td>
<td>Remote power on and off, power consumption monitoring, server power settings, and power capping.</td>
</tr>
<tr>
<td>Manage and remediate servers remotely.</td>
<td>Integrated Remote Console, Virtual Media, an iLO mobile app, and iLO scripting capabilities for remote server management.</td>
</tr>
<tr>
<td>Manage server access</td>
<td>Role-based access, LDAP, and Kerberos based authentication, Directory Services integration.</td>
</tr>
<tr>
<td>Identify server problems.</td>
<td>An Integrated Management Log with detailed event information, including server outages, and resets. Notifications are sent via SNMP alerts, remote syslogs, and email alerting.</td>
</tr>
<tr>
<td>Rapidly discover and manage node groups.</td>
<td>iLO Federation provides node group query and health status displays, group configuration, and group virtual media capabilities.</td>
</tr>
<tr>
<td>Configure BIOS and iLO settings.</td>
<td>Configuration via the iLO GUI and scripting.</td>
</tr>
</tbody>
</table>

*Table Continued*
<table>
<thead>
<tr>
<th>Administrative function</th>
<th>Requirement</th>
<th>HPE iLO solution</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Use a common tool for all server configuration tasks.</td>
<td>iLO and BIOS configuration via RESTful API with Redfish 1.0 conformance.</td>
</tr>
<tr>
<td>Support</td>
<td>Manage service events.</td>
<td>Direct Connect and Insight Remote Support capabilities that help generate service tickets when failures occur.</td>
</tr>
</tbody>
</table>

For more information, see [HPE iLO customer scenarios](#).

**What's new for iLO licensing?**

- **Changes to HPE iLO license product numbers (SKUs)**

  As of June 2017, the following HPE iLO license product numbers (SKUs) for preinstalled, physical (non-electronic), single-server licenses are retired, and are no longer supported.

  - E6U59ABE 0D1
  - E6U60ABE 0D1
  - E6U61ABE 0D1
  - E6U62ABE 0D1
  - E6U63ABE 0D1
  - E6U64ABE 0D1

  All other electronic SKUs are available.

  **What should I do if I am using these SKUs?**

  If you have any of these SKUs stored in your configurations, update your configurations. If you buy directly from HPE, update your SKUs as shown in the following table.

  **What is the alternative?**

  Use these new HPE product license SKUs.

<table>
<thead>
<tr>
<th>Retired product number</th>
<th>New product number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>E6U59ABE 0D1</td>
<td>512485-B21 0D1</td>
<td>HPE iLO Advanced with 1-year 24x7 Technical Support Single-Server License</td>
</tr>
<tr>
<td>E6U60ABE 0D1</td>
<td>512488-B21 0D1</td>
<td>HPE iLO Advanced for BladeSystem with 1-year 24x7 Technical Support Single-Server License</td>
</tr>
<tr>
<td>E6U61ABE 0D1</td>
<td>BD774A 0D1</td>
<td>HPE Integrated Lights-Out Essentials with 3-year 24x7 Technical Support Single-Server License</td>
</tr>
<tr>
<td>E6U62ABE 0D1</td>
<td>BD775A 0D1</td>
<td>HPE Integrated Lights-Out Essentials with 1-year 24x7 Technical Support Single-Server License</td>
</tr>
<tr>
<td>E6U63ABE 0D1</td>
<td>BD502A 0D1</td>
<td>HPE iLO Advanced for BladeSystem with 3-year 24x7 Technical Support</td>
</tr>
<tr>
<td>E6U64ABE 0D1</td>
<td>BD505A 0D1</td>
<td>HPE iLO Advanced with 3-year 24x7 Technical Support Single-Server License</td>
</tr>
</tbody>
</table>
For more information, see HPE iLO license product numbers (SKUs).

- HPE Edgeline support added

  HPE iLO licensing support is available for HPE Edgeline, including Moonshot cartridges with iLO used in an HPE Edgeline chassis.
Quick pick: Which HPE iLO license is right for me?

Licensing videos and portal

To learn more about the iLO licenses that are available, and the licensing activation process, select the following links.

- Watch the HPE iLO Advanced License video
- Watch the HPE iLO Essentials License video
- Watch the HPE iLO Scale-Out License video
- Watch the HPE iLO Licensing video (in Spanish)

See also, the HPE Licensing Portal.

HPE iLO license options overview

**IMPORTANT:**

- **HPE iLO Standard Features Support**—iLO standard features support is covered under the hardware warranty for your server.
- **HPE iLO Support for Licensed Features**—Purchasing one (1) and three (3) year support licenses refers to the length of the support agreement for licensed iLO features. When you register your license, HPE prepares a support agreement. Once the support agreement expires, you can continue to use licensed features. However, support for those licensed features is not available. You have the option to renew licensed features support.
- **HPE iLO licenses do not expire.** They are valid for the life of the server on which they are installed.
- **HPE iLO license options vary by server platform and sales region.** For a detailed list of options available for a specific product number, see HPE iLO license product numbers (SKUs).

Beginning the license selection process

**Procedure**

1. To determine which number combination is listed for the license type, server support, and purchasing option that best meets your needs, review the options shown in Figure 1.

   **Example**

   If you want:
   - An iLO Advanced license
   - For any HPE ProLiant server model
   - For less than 50 servers

   Your selection is 1-1.

2. In the table following the figure, use the link that corresponds to your selection from Step 1 to go to HPE iLO license product numbers (SKUs) and determine the license product number that matches your installation, delivery, and support requirements.
<table>
<thead>
<tr>
<th>Server Supported</th>
<th>iLO Advanced or iLO Advanced for BladeSystem</th>
<th>iLO Essentials</th>
<th>iLO Scale-Out</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>A full set of robust iLO features</td>
<td>Essential iLO features, including Integrated Remote Console for SMB and remote/branch office environments</td>
<td>Features for managing large numbers of servers that are monitored primarily through scripting</td>
</tr>
<tr>
<td>HPE ProLiant servers, plus Moonshot cartridges with iLO used in an Edgeline chassis</td>
<td>HPE ProLiant Gen9 100 Series and lower, MicroServer; and HPE ProLiant Gen8 SL, BL, and DL 160</td>
<td>HPE Edgeline, HPE Apollo, HPE ProLiant Gen9 SL, XL, DL 100 Series and lower; HPE ProLiant Gen8 SL, BL, and DL160</td>
<td></td>
</tr>
</tbody>
</table>

**Figure 1: HPE iLO license decision process**

The following lists where in the iLO license product numbers (SKUs) tables to find the product number SKU associated with the license options you selected in the Purchasing row in Figure 1.

<table>
<thead>
<tr>
<th>If your Purchasing selection is:</th>
<th>Find your product number (SKU) here:</th>
</tr>
</thead>
</table>
| 1-1                              | For a non-blade server: **Advanced Single-server**  
For a single BladeSystem: **Advanced for BladeSystem Single-server**  
For up to eight BladeSystems: **Advanced for BladeSystem Eight-server** |
| 1-2                              | For non-blade servers: **Advanced Flexible Quantity**  
For BladeSystem: **Advanced for BladeSystem Flexible Quantity** |
| 1-3                              | For non-blade servers: **Advanced Pay as you go volume (AKA/Tracking)**  
For BladeSystem: **Advanced for BladeSystem Pay as you go volume (AKA/Tracking)** |
| 2-1                              | **Essentials Single server** |

*Table Continued*
If your Purchasing selection is: | Find your product number (SKU) here:
---|---
3-1 | Scale-Out Flexible Quantity
3-2 | Scale-Out Pay as you go volume (AKA/Tracking)

**HPE iLO license product numbers (SKUs)**

The following tables list available HPE iLO license product numbers (SKUs) and the delivery, support, and registration options available for each.

**NOTE:**
To insure that iLO single-server physical licenses are installed at the factory at no extra cost, you must include 0D1 option in the product number SKU as shown in the following tables.

**IMPORTANT:**
- You are entitled to a one (1) or a three (3) year support contract on licensed features.
- After your one (1) or three (3) year support contract expires, your HPE iLO licensed features still work, and are enabled. However, you will not have HPE support for those licensed features.
- Your licenses do not expire. They are valid for the life of the server on which they are applied.
- HPE iLO standard features are shipped at no extra cost as part of your server purchase. Standard features are supported under the server hardware warranty.
### Table 1: Advanced > Single-server

<table>
<thead>
<tr>
<th>Product number</th>
<th>Delivery</th>
<th>Support for licensed features</th>
<th>Is this HPE factory installed or preinstalled (the recommended option)?</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>512485-B21 0D1</td>
<td>Physical</td>
<td>Physical</td>
<td>yes</td>
<td>HPE iLO Advanced with 1-year 24x7 Technical Support Single-Server License.</td>
</tr>
<tr>
<td>BD505A</td>
<td>Physical</td>
<td>3-year 24x7</td>
<td>yes</td>
<td>HPE iLO Advanced 1 Server License with 3-year 24x7 Technical Support Single-Server License.</td>
</tr>
<tr>
<td>E6U59ABE</td>
<td>Electronic</td>
<td>1-year 24x7</td>
<td>no</td>
<td>HPE iLO Advanced 1 Server with 1-year 24x7 Technical Support E-LTU (Electronic License To Use).</td>
</tr>
<tr>
<td>E6U64ABE</td>
<td>Electronic</td>
<td>3-year 24x7</td>
<td>no</td>
<td>HPE iLO Advanced 1 Server with 3-year 24x7 Technical Support E-LTU (Electronic License To Use).</td>
</tr>
</tbody>
</table>

1. You are entitled to a one (1) or a three (3) year support contract on licensed features. After your one (1) or three (3) year support contract expires, your iLO licensed features still work, and are enabled. However, you will not have HPE support for those licensed features. Your licenses do not expire. They are valid for the life of the server on which they are applied.

2. iLO standard features and firmware updates are supported under the Server Hardware Warranty Contract. iLO firmware updates are available at [http://www.hpe.com/support/iLO4](http://www.hpe.com/support/iLO4).

3. License registration is not available in the Americas (AMS) and Asia Pacific or Japan (APJ) regions for these licenses. Your license key is printed on the installation instructions that are shipped with your order. Retain this key for your records and to obtain support.

### Table 2: Advanced > Flexible Quantity

<table>
<thead>
<tr>
<th>Product number</th>
<th>Delivery</th>
<th>Support for licensed features</th>
<th>Is this HPE factory installed or preinstalled (the recommended option)?</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>512486-B21</td>
<td>Physical</td>
<td>Physical</td>
<td>no</td>
<td>HPE iLO Advanced with 1-year 24x7 Technical Support Flexible Quantity License.</td>
</tr>
<tr>
<td>BD506A</td>
<td>Physical</td>
<td>3-year 24x7</td>
<td>no</td>
<td>HPE iLO Advanced Flexible Quantity License with 3-year 24x7 Technical Support.</td>
</tr>
</tbody>
</table>

1. You are entitled to a one (1) or a three (3) year support contract on licensed features. After your one (1) or three (3) year support contract expires, your iLO licensed features still work, and are enabled. However, you will not have HPE support for those licensed features. Your licenses do not expire. They are valid for the life of the server on which they are applied.

2. iLO standard features and firmware updates are supported under the Server Hardware Warranty Contract. iLO firmware updates are available at [http://www.hpe.com/support/iLO4](http://www.hpe.com/support/iLO4).
Table 3: Advanced > Pay as you go volume (AKA/Tracking)

<table>
<thead>
<tr>
<th>Product number</th>
<th>Delivery</th>
<th>Support for licensed features 1,2</th>
<th>Is this HPE factory installed or preinstalled (the recommended option)?</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>512487-B21</td>
<td>Physical</td>
<td>1-year 24x7</td>
<td>no</td>
<td>HPE iLO Advanced with 1-year 24x7 Technical Support Tracking License</td>
</tr>
<tr>
<td>BD507A</td>
<td>Physical</td>
<td>3-year 24x7</td>
<td>no</td>
<td>HPE iLO Advanced with 3-year 24x7 Technical Support Tracking License</td>
</tr>
</tbody>
</table>

1 You are entitled to a one (1) or a three (3) year support contract on licensed features. After your one (1) or three (3) year support contract expires, your iLO licensed features still work, and are enabled. However, you will not have HPE support for those licensed features. Your licenses do not expire. They are valid for the life of the server on which they are applied.

2 iLO standard features and firmware updates are supported under the Server Hardware Warranty Contract. iLO firmware updates are available at [http://www.hpe.com/support/iLO4](http://www.hpe.com/support/iLO4).

Table 4: Essentials > Single server

<table>
<thead>
<tr>
<th>Product number</th>
<th>Delivery</th>
<th>Support for licensed features 1,2</th>
<th>Is this HPE factory installed or preinstalled (the recommended option)?</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>BD775A 0D1</td>
<td>Physical</td>
<td>1-year 24x7</td>
<td>yes</td>
<td>HPE Integrated Lights-Out Essentials with 1-year 24x7 Technical Support Single-Server License</td>
</tr>
<tr>
<td>BD774A 0D1</td>
<td>Physical</td>
<td>3-year 24x7</td>
<td>yes</td>
<td>HPE Integrated Lights-Out Essentials with 3-year 24x7 Technical Support Single-Server License</td>
</tr>
<tr>
<td>E6U62ABE</td>
<td>Electronic</td>
<td>1-year 24x7</td>
<td>no</td>
<td>HPE Integrated Lights-Out Essential with 1-year 24x7 Technical Support E-LTU (Electronic License To Use)</td>
</tr>
<tr>
<td>E6U61ABE</td>
<td>Electronic</td>
<td>3-year 24x7</td>
<td>no</td>
<td>HPE Integrated Lights-Out Essential with 3-year 24x7 Technical Support E-LTU (Electronic License To Use)</td>
</tr>
</tbody>
</table>

1 You are entitled to a one (1) or a three (3) year support contract on licensed features. After your one (1) or three (3) year support contract expires, your iLO licensed features still work, and are enabled. However, you will not have HPE support for those licensed features. Your licenses do not expire. They are valid for the life of the server on which they are applied.

2 iLO standard features and firmware updates are supported under the Server Hardware Warranty Contract. iLO firmware updates are available at [http://www.hpe.com/support/iLO4](http://www.hpe.com/support/iLO4).
### Table 5: Scale-Out > Flexible Quantity

<table>
<thead>
<tr>
<th>Product number</th>
<th>Delivery</th>
<th>Support for licensed features (^1,(^2)</th>
<th>Is this HPE factory installed or preinstalled (the recommended option)?</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>BD778A</td>
<td>Physical</td>
<td>1-year 24x7</td>
<td>no</td>
<td>HPE Integrated Lights-Out Scale-Out with 1-year 24x7 Technical Support Flexible Quantity License</td>
</tr>
<tr>
<td>BD776A</td>
<td>Physical</td>
<td>3-year 24x7</td>
<td>no</td>
<td>HPE Integrated Lights-Out Scale-Out with 3-year 24x7 Technical Support Flexible Quantity License</td>
</tr>
<tr>
<td>BD778AAE</td>
<td>Electronic</td>
<td>1-year 24x7</td>
<td>no</td>
<td>HPE Integrated Lights-Out Scale-Out with 1-year 24x7 Technical Support Flexible Quantity E-LTU (Electronic License To Use)</td>
</tr>
<tr>
<td>BD776AAE</td>
<td>Electronic</td>
<td>3-year 24x7</td>
<td>no</td>
<td>HPE Integrated Lights-Out Scale-Out with 3-year 24x7 Technical Support Flexible Quantity E-LTU (Electronic License To Use)</td>
</tr>
</tbody>
</table>

\(^1\) You are entitled to a one (1) or a three (3) year support contract on licensed features. After your one (1) or three (3) year support contract expires, your iLO licensed features still work, and are enabled. However, you will not have HPE support for those licensed features. Your licenses do not expire. They are valid for the life of the server on which they are applied.

\(^2\) iLO standard features and firmware updates are supported under the Server Hardware Warranty Contract. iLO firmware updates are available at [http://www.hpe.com/support/iLO4](http://www.hpe.com/support/iLO4).

### Table 6: Scale-Out > Pay as you go volume (AKA/Tracking)

<table>
<thead>
<tr>
<th>Product number</th>
<th>Delivery</th>
<th>Support for licensed features (^1,(^2)</th>
<th>Is this HPE factory installed or preinstalled (the recommended option)?</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>BD779A</td>
<td>Physical</td>
<td>1-year 24x7</td>
<td>no</td>
<td>HPE iLO Integrated Lights-Out Scale-Out with 1-year 24x7 Technical Support Tracking License</td>
</tr>
<tr>
<td>BD777A</td>
<td>Physical</td>
<td>3-year 24x7</td>
<td>no</td>
<td>HPE iLO Integrated Lights-Out Scale-Out with 3-year 24x7 Technical Support Tracking License</td>
</tr>
</tbody>
</table>

\(^1\) You are entitled to a one (1) or a three (3) year support contract on licensed features. After your one (1) or three (3) year support contract expires, your iLO licensed features still work, and are enabled. However, you will not have HPE support for those licensed features. Your licenses do not expire. They are valid for the life of the server on which they are applied.

\(^2\) iLO standard features and firmware updates are supported under the Server Hardware Warranty Contract. iLO firmware updates are available at [http://www.hpe.com/support/iLO4](http://www.hpe.com/support/iLO4).
Table 7: Advanced for BladeSystem > Single-server

<table>
<thead>
<tr>
<th>Product number</th>
<th>Delivery</th>
<th>Support for licensed features</th>
<th>Is this HPE factory installed or preinstalled (the recommended option)?</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>512488-B21 0D1</td>
<td>Physical</td>
<td>1-year 24x7</td>
<td>yes</td>
<td>HPE iLO Advanced for BladeSystem with 1-year 24x7 Technical Support Single-Server License ³</td>
</tr>
<tr>
<td>BD502A 0D1</td>
<td>Physical</td>
<td>3-year 24x7</td>
<td>yes</td>
<td>HPE iLO Advanced for BladeSystem with 1-year 24x7 Technical Support Single-Server License</td>
</tr>
<tr>
<td>E6U60ABE</td>
<td>Electronic</td>
<td>1-year 24x7</td>
<td>no</td>
<td>HPE iLO Advanced BladeSystem License with 3-year 24x7 Technical Support</td>
</tr>
<tr>
<td>E6U63ABE</td>
<td>Electronic</td>
<td>3-year 24x7</td>
<td>no</td>
<td>HPE iLO Advanced for BladeSystem with 3-year 24x7 Technical Support E-LTU (Electronic License To Use)</td>
</tr>
</tbody>
</table>

¹ You are entitled to a one (1) or a three (3) year support contract on licensed features. After your one (1) or three (3) year support contract expires, your iLO licensed features still work, and are enabled. However, you will not have HPE support for those licensed features. Your licenses do not expire. They are valid for the life of the server on which they are applied.

² iLO standard features and firmware updates are supported under the Server Hardware Warranty Contract. iLO firmware updates are available at [http://www.hpe.com/support/iLO4](http://www.hpe.com/support/iLO4).

³ License registration is not available in the Americas (AMS) and Asia Pacific or Japan (APJ) regions for these licenses. Your license key is printed on the installations instructions that are shipped with your order. Retain this key for your records and to obtain support.

Table 8: Advanced for BladeSystem > Eight-server

<table>
<thead>
<tr>
<th>Product number</th>
<th>Delivery</th>
<th>Support for licensed features</th>
<th>Is this HPE factory installed or preinstalled (the recommended option)?</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>512489-B21</td>
<td>Physical</td>
<td>1-year 24x7</td>
<td>no</td>
<td>HPE iLO Advanced for BladeSystem with 1-year 24x7 Technical Support Eight Server License</td>
</tr>
</tbody>
</table>

¹ You are entitled to a one (1) or a three (3) year support contract on licensed features. After your one (1) or three (3) year support contract expires, your iLO licensed features still work, and are enabled. However, you will not have HPE support for those licensed features. Your licenses do not expire. They are valid for the life of the server on which they are applied.

² iLO standard features and firmware updates are supported under the Server Hardware Warranty Contract. iLO firmware updates are available at [http://www.hpe.com/support/iLO4](http://www.hpe.com/support/iLO4).

16 Quick pick: Which HPE iLO license is right for me?
### Table 9: Advanced for BladeSystem > Flexible Quantity

<table>
<thead>
<tr>
<th>Product number</th>
<th>Delivery</th>
<th>Support for licensed features 1,2</th>
<th>Is this HPE factory installed or preinstalled (the recommended option)?</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>512490-B21</td>
<td>Physical</td>
<td>1-year 24x7</td>
<td>no</td>
<td>HPE iLO Advanced for BladeSystem with 1-year 24x7 Technical Support Flexible Quantity License</td>
</tr>
<tr>
<td>BD503A</td>
<td>Physical</td>
<td>3-year 24x7</td>
<td>no</td>
<td>HPE iLO Advanced Blade with 3-year 24x7 Technical Support Flexible Quantity License</td>
</tr>
</tbody>
</table>

1 You are entitled to a one (1) or a three (3) year support contract on licensed features. After your one (1) or three (3) year support contract expires, your iLO licensed features still work, and are enabled. However, you will not have HPE support for those licensed features. Your licenses do not expire. They are valid for the life of the server on which they are applied.

2 iLO standard features and firmware updates are supported under the Server Hardware Warranty Contract. iLO firmware updates are available at [http://www.hpe.com/support/iLO4](http://www.hpe.com/support/iLO4).

### Table 10: Advanced for BladeSystem > Pay as you go volume (AKA/Tracking)

<table>
<thead>
<tr>
<th>Product number</th>
<th>Delivery</th>
<th>Support for licensed features 1,2</th>
<th>Is this HPE factory installed or preinstalled (the recommended option)?</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>512491-B21</td>
<td>Physical</td>
<td>1-year 24x7</td>
<td>no</td>
<td>HPE iLO Advanced for BladeSystem with 1-year 24x7 Technical Support Tracking License</td>
</tr>
<tr>
<td>BD504A</td>
<td>Physical</td>
<td>3-year 24x7</td>
<td>no</td>
<td>HPE iLO Advanced for BladeSystem with 1-year 24x7 Technical Support Tracking License</td>
</tr>
</tbody>
</table>

1 You are entitled to a one (1) or a three (3) year support contract on licensed features. After your one (1) or three (3) year support contract expires, your iLO licensed features still work, and are enabled. However, you will not have HPE support for those licensed features. Your licenses do not expire. They are valid for the life of the server on which they are applied.

2 iLO standard features and firmware updates are supported under the Server Hardware Warranty Contract. iLO firmware updates are available at [http://www.hpe.com/support/iLO4](http://www.hpe.com/support/iLO4).

## Accessing free HPE iLO web-based training

### About this task

Your purchase of an HPE iLO license entitles you to receive free web-based training about advanced iLO features and how to use them.

### Procedure

- To access your free HPE iLO training:

2. Follow the instructions.
   - **To access the full HPE ProLiant training curriculum:**

   2. Select and download training.

**Obtaining a free 60-day evaluation license**

You can download a free evaluation license activation key that enables you to install a trial license. You can then use and evaluate iLO advanced features for 60 days.
Evaluation license usage considerations

- The evaluation license activates and enables access to iLO licensed features.
- When the evaluation period expires, your iLO system returns to the standard functionality.
- You can only install one evaluation license for each iLO system. The iLO firmware does not accept the reapplication of an evaluation license.
- The evaluation license expires 60 days after the installation date. Hewlett Packard Enterprise notifies you by email when your license is about to expire.

Downloading a 60-day evaluation license activation key

Prerequisites

- The Configure iLO settings privilege

Procedure

1. **Select the best license for your needs.**
2. Go to the HPE iLO evaluation license download site that corresponds to your license selection.
   - Download an iLO Advanced evaluation license key
   - Download an iLO Advanced for Blades evaluation license key
   - Download an iLO Essentials evaluation license key
   - Download an iLO Scale-Out evaluation license key
3. On the resulting page:
   a. Enter your contact information.
   b. Accept the HPE software terms of service.
   c. Click **GO TO DOWNLOAD**.

The HPE Passport Sign in page appears.
4. Enter your User ID and Password, and do one of the following:
   • If you already have an HPE Passport account, click **Sign in**.
   • If you do not have an account, click **Create an account**, complete the required account information, and click **Create account**.

   An order details page for your selected license appears. The following example is for an iLO Advanced evaluation license.
Figure 2: Example: iLO Advanced evaluation license order details

5. Enter your contact information and any optional additional information.
6. Review the software license terms, and select Yes to accept them.
7. (Optional) If you want to receive emails about new product information, leave the second Yes check box selected.
8. Click Next.

HPE sends you an email with your order confirmation number. In addition, a Software downloads and licenses page appears that is similar to the following example and shows your evaluation license order details.

Figure 3: Example: iLO Advanced evaluation license download

9. At the bottom of the page, select Use HPE Download Manager or Use Standard Download, and then click Download.
A PDF file containing your license activation key and other important information about your evaluation license is downloaded.

10. Save the file to a location where you can easily retrieve it when you are activating the evaluation license.

11. Sign out of your HPE Passport account.
Selecting an HPE iLO license

Selecting license options

About this task

To acquire the license that best meets your needs, review and select from:

1. HPE iLO license options
2. Purchasing options
3. Delivery options and documentation outputs
4. Support options

HPE iLO license options

HPE iLO licenses activate capabilities, augmenting iLO standard features available on all ProLiant servers.

HPE iLO provides various license types and delivery options that enable you to activate advanced features to suit your infrastructure and business needs. Because licenses are “versionless,” you can use any advanced license regardless of the version of iLO you have installed. To determine which licenses are supported for your server model, see HPE iLO standard and licensed features.

HPE iLO standard and licensed features

The following table shows standard iLO features that ship at no extra cost in HPE ProLiant, HPE Edgeline, HPE Apollo, and HPE BladeSystem servers with iLO support, and the iLO licensed features that are available for each iLO license type.

TIP:
To see a description of a feature, click on its link in the Feature column of the table.

See also:

- For descriptions of features, see Standard and licensed feature descriptions, or click on the link for the feature in the table.
- For descriptions about how iLO licenses meet specific business requirements, see HPE iLO customer scenarios.
## Table 11: HPE iLO standard and licensed features

<table>
<thead>
<tr>
<th>Feature</th>
<th>iLO Standard</th>
<th>iLO Standard for BladeSystem</th>
<th>iLO Advanced</th>
<th>iLO Advanced for BladeSystem</th>
<th>iLO Scale-Out</th>
<th>iLO Essentials</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Platform support</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ships at no extra cost in all servers that support iLO, except BL</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Ships at no extra cost in all BL servers that support iLO</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>All servers (except BL); plus Moonshot cartridges with iLO used in an Edgeline chassis</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>All ProLiant BladeSystem servers</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>HPE ProLiant Gen9 100 Series and lower, HPE ProLiant Gen9 SL, XL, DL 100 Series and lower; HPE ProLiant Gen8 SL, BL, and DL160</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Embedded system health</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Virtual power button</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>IPMI over LAN/DCMI</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Web-based GUI</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>SSH Command Line Interface</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>RIBC</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Virtual serial port</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>IPv6</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Active Health System Diagnostics</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Embedded Remote Support</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Agentless Management</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>

*Table Continued*
<table>
<thead>
<tr>
<th>Feature</th>
<th>iLO Standard</th>
<th>iLO Standard for BladeSystem</th>
<th>iLO Advanced</th>
<th>iLO Advanced for BladeSystem</th>
<th>iLO Scale-Out</th>
<th>iLO Essentials</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Platform support</strong></td>
<td>Ships at no extra cost in all servers that support iLO, except BL</td>
<td>Ships at no extra cost in all BL servers that support iLO</td>
<td>All servers (except BL); plus Moonshot cartridges with iLO used in an Edgeline chassis</td>
<td>All ProLiant BladeSystem servers</td>
<td>HPE Edgeline, HPE Apollo, HPE ProLiant Gen9 SL, XL, DL 100 Series and lower; HPE ProLiant Gen8 SL, BL, and DL160</td>
<td>HPE ProLiant Gen9 100 Series and lower, MicroServer; HPE ProLiant Gen8 SL, BL, and DL160</td>
</tr>
</tbody>
</table>

| Integrated Remote Console (IRC/Virtual KVM—Supports text and graphics) | Pre-OS only | X | X | X | Pre-OS only | X |

| iLO Federation Discovery | X | X | X | X | X | X | X |

| iLO Federation group license activation | X | X | X | X | X | X | X |

| Global Team Collaboration via Integrated Remote Console | X | X |

| Integrated Remote Console record and playback | X | X |

| Virtual media via Integrated Remote Console | X | X | X | X |

| Scripted Virtual Media | X | X |

*Table Continued*
<table>
<thead>
<tr>
<th>Feature</th>
<th>iLO Standard for BladeSystem</th>
<th>iLO Advanced for BladeSystem</th>
<th>iLO Scale-Out</th>
<th>iLO Essentials</th>
</tr>
</thead>
<tbody>
<tr>
<td>Platform support</td>
<td>Ships at no extra cost in all servers that support iLO, except BL</td>
<td>Ships at no extra cost in all BL servers that support iLO</td>
<td>All servers (except BL); plus Moonshot cartridges with iLO used in an Edgeline chassis</td>
<td>All ProLiant BladeSystem servers</td>
</tr>
<tr>
<td><strong>Text-based Remote Console via SSH (Textcons)</strong></td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td><strong>Directory service authentication</strong></td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td><strong>Kerberos authentication</strong></td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td><strong>Email-based alerting</strong></td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td><strong>Remote Syslog</strong></td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td><strong>Advanced Power Management</strong></td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>(Power History Graphs, Dynamic Power Capping)</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td><strong>Virtual serial port record and playback</strong></td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td><strong>Discovery services</strong></td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>

Table Continued
<table>
<thead>
<tr>
<th>Feature</th>
<th>iLO Standard for BladeSystem</th>
<th>iLO Standard for BladeSystem</th>
<th>iLO Advanced for BladeSystem</th>
<th>iLO Advanced for BladeSystem</th>
<th>HPE ProLiant Gen9 100 Series and lower, HPE ProLiant Gen8 SL, BL, and DL160</th>
<th>HPE ProLiant Gen9 100 Series and lower, HPE ProLiant Gen8 SL, BL, and DL160</th>
</tr>
</thead>
<tbody>
<tr>
<td>Platform support</td>
<td>Ships at no extra cost in all servers that support iLO, except BL</td>
<td>Ships at no extra cost in all BL servers that support iLO</td>
<td>All servers (except BL); plus Moonshot cartridges with iLO used in an Edgeline chassis</td>
<td>All ProLiant BladeSystem servers</td>
<td>HPE Edgeline, HPE Apollo, HPE ProLiant Gen9 SL, XL, DL 100 Series and lower; HPE ProLiant Gen8 SL, BL, and DL160</td>
<td></td>
</tr>
<tr>
<td>HPE Smart Array Secure Encryption</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>iLO Federation Management</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>

1 When an iLO Scale-Out license is applied to a blade server, it does not remove features that are available with the iLO Standard for BladeSystem license.

2 This feature is supported only on servers that are configured to use the Legacy BIOS boot mode. It is not supported on servers that are configured to use UEFI mode.

### Purchasing options

iLO licenses are available directly from HPE and from HPE sales partners. The best way to obtain an iLO license is to purchase the software license at the same time you purchase your ProLiant server. However, if you are located in the US, you can also purchase your license separately from the HPE Small Business Marketplace site at [http://www.hpe.com/marketplace](http://www.hpe.com/marketplace).

Options are:

- **Single-Server License**—A single license installation.
- **Flexible Quantity License**—A single license entitlement to install on multiple iLO servers.
- **Activation Key Agreement (AKA) or “Tracking License”**—A volume licensing agreement valid for future license activations.

Use the following questions and answers to help you select from the options available.

**How many License Entitlement Certificates do I receive, either through paper/physical or electronic delivery?**
<table>
<thead>
<tr>
<th>Single Server</th>
<th>Flexible Quantity</th>
<th>Activation Key Agreement (AKA) or “Tracking License”</th>
</tr>
</thead>
<tbody>
<tr>
<td>One entitlement certificate for each license ordered. For example, if you order this license for 10 servers, you receive 10 certificates.</td>
<td>One single software entitlement certificate. When you register the entitlement online, you receive one single key to activate licensed features on multiple iLO servers. For example, if you order this license for 10 servers, you receive a single entitlement that enables you to use iLO advanced features on 10 servers.</td>
<td>None. This option is an “invoice only” option. This option is an efficient volume licensing program delivered through an AKA contract. It provides one master key (per product) that is assigned to your company, department, or branch—eliminating the need to maintain multiple keys. Your assigned master key code is valid for all future purchases of license activations for up to three years and can be used worldwide. You can add new products to your AKA during the term of your agreement. For more information, see Activation Key Agreement (AKA) or “Tracking License” details.</td>
</tr>
</tbody>
</table>

When I register my license online, how many activation keys do I receive?

<table>
<thead>
<tr>
<th>Single Server</th>
<th>Flexible Quantity</th>
<th>Activation Key Agreement (AKA) or “Tracking License”</th>
</tr>
</thead>
<tbody>
<tr>
<td>One for one. You receive one key for each single license ordered.</td>
<td>One for many. You receive one key for all licenses ordered.</td>
<td>No registration is required. A master key is provided when you first sign the Master Agreement. For more information, see Activation Key Agreement (AKA) or “Tracking License” details.</td>
</tr>
</tbody>
</table>

When is each license type the best option?
<table>
<thead>
<tr>
<th>Single Server</th>
<th>Flexible Quantity</th>
<th>Activation Key Agreement (AKA) or “Tracking License”</th>
</tr>
</thead>
</table>
| This license is the best option if you:  
• Are purchasing a small number of ProLiant servers at a time  
• Already own ProLiant servers and need iLO licenses  
• Do not need the same license for multiple servers | This license is the best option if you:  
• Require a one-time purchase of iLO licenses for your current ProLiant installed base  
• Purchased quantities of new ProLiant servers and need an equivalent number of software licenses to match the number of servers purchased  
• Want to curtail the number of license activation keys in use  
• Want to minimize physical deliverables, preferring a single license key per quantity of licenses purchased at any given time | This license is the best option if you:  
• Plan to purchase a volume of iLO over time and on a regular basis  
• Want a simple software licensing option that provides one key per product for all licenses subsequently purchased over time  
• Want to eliminate the need to maintain multiple license keys in your data center over time  
• Want to use your keys worldwide  
• Want the least number of physical deliverables (no deliverables associated with the tracking licenses)  
• Want to add iLO licenses as a line item to standard ProLiant configurations purchased regularly from HPE or HPE partners or wanting to add iLO to existing ProLiant sales contracts with HPE |

**Activation Key Agreement (AKA) or “Tracking License” details**

- Each master key that is issued is intended for future purchases of license activation keys.
- A master key is not intended to replace any:
  - Existing licenses residing on existing servers
  - Entitlement certificates purchased but not redeemed, or redeemed but not deployed
  - Entitlement certificates bundled with hardware purchases
- You cannot use a master key to replace any upgrade licenses.
- The maximum term under the AKA contract is three years. You can select a one, two, or three-year contract. At the end of your contract term, you must cease using your master keys. When the original agreement expires, you can choose to process a new AKA contract with HPE.
- There is no entitlement certificate sent, eliminating the need to complete the license entitlement redemption process.
- In most cases, your HPE account manager bundles the AKA tracking SKU with your server configurations (BOM), so when each server is purchased, the license SKU is included and paid for at the same time.

For more information, see [http://www.hp.com/go/AKAvolumelicensing](http://www.hp.com/go/AKAvolumelicensing).
Delivery options and documentation outputs

In most cases, you can select how you want HPE to provide the information you require to activate and install your license. Depending on your location and your product, the following options are available.

- **Recommended: Factory installed/Preinstalled**
- **Self-installed**

How you receive your license documentation for both preinstalled and self-installed licenses also depends on your location and your product number. Documentation outputs are as follows.

**With paper/physical license delivery, you receive either of two printed outputs:**

1. This envelope marked **License Documents Enclosed**.

   ![](image1)

   The envelope contains this printed **License Entitlement Certificate** with information about obtaining your license key, installing your license, and the importance of registering your key.

2. This envelope marked **DO NOT DISCARD Software License Enclosed**.

   ![](image2)

   The envelope contains this printed license document with an activation key that you use to install your license.
With electronic license delivery, you receive:

This **Electronic Delivery Receipt** email with a link where you must access your license entitlement, and request a license activation key.

**See also:**

Do I need a license activation key?

**Recommended: Factory installed/Preinstalled**

**TIP:**

HPE recommends having your licenses preinstalled at the factory. When you select this option, HPE installs your license at the factory at no additional cost to you.

The following figure shows an overview of a preinstalled license process in which HPE ships printed documentation with your order. With preinstalled options, HPE generates a license activation key and installs your license at the factory.
The following figure shows an overview of the self-installed license process in which you print documentation for your order. With self-installed options, HPE offers the same paper-based or electronic delivery options as those options available when you select to have your license preinstalled, but does not install your license at the factory. You install your license after you receive your product.

**Figure 4: Preinstalled license process with printed documentation**

**Self-installed**

**Figure 5: Self-installed license process with printed documentation**
Electronic delivery benefits

- Provides fast order fulfillment
- Eliminates the need to dispose of physical packaging materials
- Enables you to manage your software assets digitally

Support options

Each HPE iLO license includes either a one-year, or a three-year support contract. In most cases, when you activate your license as described in the following procedures, HPE sends an email with information about the support you purchased with your license.

**IMPORTANT:**

- You are entitled to a one (1) or a three (3) year support contract on licensed features.
- After your one (1) or three (3) year support contract expires, your HPE iLO licensed features still work, and are enabled. However, you will not have HPE support for them.
- Your licenses do not expire. They are valid for the life of the server on which they are applied.
- HPE iLO standard features are supported under the server hardware warranty.

For details about a specific license, see HPE iLO license product numbers (SKUs).
Registering and redeeming a license key

Why register your licenses?

About this task

Registering your iLO licenses is important. Doing so:

• Provides important product alerts.
• Provides access to the HPE Support Center (www.hpe.com/downloads/software).
• Provides access to software updates via the HPE Update Center (http://www.hpe.com/downloads/software).
• Activates your unique HPE Support Agreement ID (SAID).

Your SAID identifies you, and keeps track of your products so that HPE can provide fast, personalized support.
• Allows you to keep track of all your HPE product licenses in one convenient place via the HPE Licensing Portal.

To register one or more licenses:

Procedure

1. Locate the Entitlement Order Number (EON) listed on your License Entitlement Certificate or Licensing Confirmation Email.
2. To register and install (obtain) your license activation key, enter your Entitlement Order Number (EON) on the HPE Licensing Portal (https://myenterpriselicense.hpe.com).

Best practices for retaining license information

• If you received your license electronically, retain the Electronic Delivery Receipt email for future reference. See Electronic Delivery Receipt.
• If you received a non-electronic (paper) license that is not shipped in an HPE iLO license package, retain your License Entitlement Certificate paperwork for future reference. See License Entitlement Certificate.
• After you purchase and activate a license, forward the confirmation emails you receive from HPE to others in your organization who might need to manage licenses in the future.
  ◦ You can easily forward the activation receipt and confirmation email to an address you specify during the license registration process. See Activating a license.
  ◦ If you are not the original purchaser of a license, request a copy from the person in your organization who made the purchase.
  ◦ For licenses that are not shipped in an HPE iLO license package, you can use the licensing portal or XML scripting to retrieve your license information. See Viewing installed license information.

NOTE:

For security, license key characters are hidden when you view license information in iLO.

• Because you cannot track a license that is shipped in an HPE iLO license package, you must retain physical copies of paperwork that is supplied using that method. See HPE iLO license package.

License documentation and activation
Do I need a license activation key?

You must have a license activation key to install and begin using your license. The license activation key is a 5-by-5-character code in the following format:

```
xxxxx-xxxxx-xxxxx-xxxxx-xxxxx
```

To obtain an activation key for each license ordered, you must do one of the following:

- Use the information on your License Entitlement Certificate to request a key.
- Locate your key in your iLO license package.

**IMPORTANT:**

Record each license activation key and retain it in a secure location for future reference. To ensure that keys are not used in other systems after installation, the keys characters are hidden in Activation Key field on the iLO Administration > Licensing page.

Next steps: Electronic and paper delivery methods

The license documentation you receive and how you must use it to activate your license depends on the delivery method used. Options are as follows:

- For electronic delivery: Electronic Delivery Receipt
- For paper delivery not in an HPE iLO license package: License Entitlement Certificate
- For an HPE iLO license package: HPE iLO license package

Electronic Delivery Receipt

About this task

With the electronic delivery option, you or your reseller receive an Electronic Delivery Receipt. This receipt is an email with instructions about how to access an HPE electronic delivery site. The title of the mail begins with "Your Hewlett Packard Enterprise e-Software Delivery Confirmation" and includes your order confirmation number.

Next steps

1. Use the link in the email to request a License Entitlement Certificate.
2. Access the HPE Software downloads and licenses site and use the information in the License Entitlement Certificate to activate and install your license.

The following example shows an Electronic Delivery Receipt for an HPE iLO Essentials single-server license with a one-year support option. The information listed in the Electronic Delivery Receipt depends on the type of license purchased.
Electronic Delivery Receipt

Thank you for your order. Please retain this email receipt for your records.

Click the button(s) below to access the product(s) listed in this receipt.

To access these products in the Software Downloads and Licenses Portal, you will need to sign in with your HP Passport ID and enter an email address from the order.

**Access your products**

<table>
<thead>
<tr>
<th>Item</th>
<th>Product Name</th>
<th>Product #</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>HP 3PAR StoreServ Mgmt/Core SW M-E-M</td>
<td></td>
<td>10</td>
</tr>
<tr>
<td>2</td>
<td>HP ILO Adv/Ind/1 Yr T/5 U E-LTU</td>
<td></td>
<td>5</td>
</tr>
<tr>
<td>3</td>
<td>HP Microsoft Azure Token E-LTU</td>
<td></td>
<td>10</td>
</tr>
<tr>
<td>4</td>
<td>HP SV/SG RPU SV E-LTU</td>
<td></td>
<td>10</td>
</tr>
<tr>
<td>5</td>
<td>HP StoreChoice VSA 10TB 3-yr E-LTU</td>
<td></td>
<td>10</td>
</tr>
</tbody>
</table>

Support begins upon delivery of the licenses. If you require support for the above products prior to receiving your "Welcome to Support" email, please have your Order Number available when calling one of the Software support telephone numbers.

For frequently asked questions, please click [here](#).

**Customer**

**Other Email Recipients**

**Transaction Information**

- **Confirmation Number:** 61213076
- **Order Number:** CT0213162000P
- **Transaction Date:** February 11 2017 at 05:05 (UTC)

Figure 6: Sample Electronic Delivery Receipt email

Information in this document:

- **Access your products**—Click to open the HPE Passport sign-in page and, if you have not already done so, [obtain a License Entitlement Certificate](#).
- **Product Name** and other information—Shows the license product name, product number, and quantity ordered.
- **Customer**—Shows the email address where product information is sent for this license order.
- **Other Email Recipients**—If specified for this order, shows additional email addresses where product information is sent for this license order.
- **Transaction information**—Shows the Confirmation Number, Order Number, Purchase Order Number, and Transaction Date.

License Entitlement Certificate

About this task

With paper delivery (that is not shipped in an HPE iLO license package) you received a License Entitlement Certificate. This certificate is in an envelope marked "License Documents Enclosed" that is either shipped standalone or with other server or software items you ordered.
Next steps

1. Locate the Entitlement Order Number (EON) on the License Entitlement Certificate.
2. Use the My License Portal (https://myenterpriselicense.hpe.com) to register and install (obtain) your key.

**IMPORTANT:**
Retain your License Entitlement Certificate in a secure location. It contains information that you must use to activate your license. If you received your License Entitlement Certificate electronically, print a copy to store for future reference.

The following example shows a License Entitlement Certificate for an HPE iLO Advanced single-server license with a one-year support option. The information listed in this certificate depends on the type of license purchased and the delivery option selected.

---

License Entitlement Certificate

Certificate issue Date: 06-Jul-15
Product Quantity: 1

Dear HPE End User Customer

Go to MyEnterpriseLicense.hpe.com

Entitlement Order Number

Why is this important?
- You will activate your license key and keep it safe in your online account.
- Registration with complete End User Customer details is essential to ensure that your entitled HPE Support contract is activated.

License Activation: MyEnterpriseLicense.hpe.com

Licensing Support: MyEnterpriseLicense.hpe.com/ContactUs

Your right to use the Software, as well as important restrictions on the use, transfer, and copying of the Software, are set forth in the Software Licensing Terms (“Agreement”), which is either included with this certificate or is accessible during the software installation process. You must review and agree to the Agreement prior to using the Software.

Additional Information

Installing your HPE iLO License Key(s).
You can use one of the following methods:
- Entering the 25 digit alphanumeric key (aka 5 x 5 key) manually
- Using XML Scripting
- Using the ILO CLI
- Using HPE RESTful API
- Using ILO Federation Group Licensing

Detailed instructions are located within the HPE ILO Licensing Guide—www.hpe.com/information

Figure 7: Sample completed License Entitlement Certificate

Information in this document:
1. License product name (abbreviated)
2. Product Number (SKU)
3. License activation URLs—Click either link or enter this URL in a browser to access the HPE My License Portal ([https://myenterpriselicense.hpe.com](https://myenterpriselicense.hpe.com)) and, if you have not already done so, activate your license.
4. Entitlement Order Number (EON)—Enter this number in the HPE My License Portal ([https://myenterpriselicense.hpe.com](https://myenterpriselicense.hpe.com)) to activate this license. To obtain HPE licensing support, you reference this number.
5. Licensing Support URL—Click or enter in a browser to access the HPE licensing support portal.
6. Additional Information—Lists additional information about installing your license.

**HPE iLO license package**

**About this task**

With certain license product numbers, you receive an envelope marked “License Documents Enclosed.” In the envelope, there is a printed license activation key on a yellow sticker. The HPE iLO license package is either shipped standalone or with other server or software items you ordered.

**Next steps**

1. Locate your key in your license package documentation.
2. Proceed to install your licensing software.
3. Retain physical copies of your HPE iLO license package paperwork for future reference.

**Using an Electronic Delivery Receipt to obtain a License Entitlement Certificate**

**Procedure**

1. Open your Electronic Delivery Receipt email, and click Access your products.
2. On the HPE Passport Sign in page, enter your User ID and Password, and click Sign in.

The Electronic download page appears.
3. Verify that your **Confirmation Number** from your Electronic Delivery Receipt is displayed.
4. Enter the email that was entered on the original order, select the check box to accept the license terms and conditions, and then click **Submit**.

   A **Software downloads and licenses** page appears that is similar to the example **Figure 3**.
5. Select the **Download** links for the certificate file and the installation instructions.
   
   Your certificate and installation instructions are downloaded as a PDF files.
6. Save the certificate file to a convenient, secure location for future reference.
7. (Optional) Print the certificate and store it for future reference.

**Activating a license**

**Procedure**

1. Locate and review your License Entitlement Certificate.
2. Go to the **My License Portal** [https://myenterpriselicense.hpe.com](https://myenterpriselicense.hpe.com) and sign in with your HPE Passport account email address.

   The HPE License Portal welcome page appears and the **Activate My Products** tab is displayed.

   ![Welcome to My License Portal](image)

3. Enter your **Entitlement Order Number** (EON) and click **Search**

   A **Select Products to Activate** page similar to the following example displays your products that are available for license activation.
4. Do one of the following:
   • To activate licenses for all products listed, leave the Select all Products in this family check box selected.
   • To activate a specific license, select the corresponding check box.
5. Click Next.
   A Designate Activatee page appears.

6. Do one of the following:
   • To activate the license for yourself, select I am activating for myself.
   • To activate on behalf of another user, select I am activating on behalf of another user, and complete the information about the user.
7. To have license files emailed to the specified user, leave the Email License files to this user check box selected.
8. Click Next.
   The Activation Complete page appears.
9. (Optional) To participate in a survey about your license purchasing experience, click the survey link and follow the instructions.

10. Scroll to the bottom right of the page, and do the following:

   • To open the installation instructions, click the PDF file link.
   • To open the license key and copy it to your clipboard click the .TXT file link.
   • To share the files, select **Share All**, and enter an email address.
   • To download the files, select **Download All**, and enter a download location.

   An Activation Receipt similar to the following example is generated. If you selected the download or share options, your activation receipt is sent via email with your license activation key and installation instructions in an attached zip file.
Registered User

tim.smith@xyz.com

United States

Dear Customer,

Thank you for your license activation at the My License Portal. Your license keys and additional instructions (if applicable) are attached to this email.

Activation Details

<table>
<thead>
<tr>
<th>Entitlement Order #</th>
<th>Product #</th>
<th>Product Description</th>
<th>Activated Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>XXXXXXXXXXXXXXXX</td>
<td>HPE iLO Adv incl 3yr TSU E-LTU</td>
<td></td>
<td>1</td>
</tr>
</tbody>
</table>

License Key Details

Product Family: HPE iLO

Get the most out of your iLO licensed features! Your purchase of an iLO license entitles you to free web-based training. To access your free HPE iLO training, visit our HPE Education website [www.hpe.com/ww/iLobundle](http://www.hpe.com/ww/iLobundle). To access HPE ProLiant training, visit our HPE Education website [http://www.hpe.com/ww/learnproliant](http://www.hpe.com/ww/learnproliant).

<table>
<thead>
<tr>
<th>Description</th>
<th>File Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Installation Instructions</td>
<td>iLO_Installation_Instructions.pdf</td>
</tr>
<tr>
<td>HPE iLO License Key</td>
<td>HPE_iLOKey.txt</td>
</tr>
</tbody>
</table>

Attachment: license_HPE_iLO_zip

If you have questions, please contact Licensing Support.

Sincerely,

Hewlett Packard Enterprise

11. Retain the Activation Receipt for future reference.

Verifying license activation

About this task

<table>
<thead>
<tr>
<th>Verify:</th>
</tr>
</thead>
<tbody>
<tr>
<td>You receive an <strong>Activation Receipt</strong>.</td>
</tr>
<tr>
<td>You can view information about your activated license on the <strong>Software downloads and licenses</strong> page in your HPE Passport account.</td>
</tr>
</tbody>
</table>
Installing a license

License installation methods

You can use the following methods to install a license:

- Entering the 25-digit alphanumeric license key (aka 5x5 key) in iLO using a browser
- Using XML scripting
- Using the iLO CLI
- Using the RESTful API
- Using iLO Federation group licensing

Prerequisites

Procedure

- The Configure iLO Settings privilege
- A license activation key
- The license is supported on the server on which you want to install it.

Entering the 25-digit alphanumeric license key (aka 5x5 key) in iLO using a browser

Procedure

1. Locate your license activation key.
2. Log in to iLO and navigate to the Administration > Licensing page.
3. On the Licensing page, enter the license key in the Activation Key box.
   To move between segments, press the Tab key or click inside a segment of the Activation Key box. The cursor advances automatically when you enter data into the segments of the Activation Key box.
4. Click Install.
   The EULA confirmation page opens.
5. Review the EULA confirmation details, and click OK.

Using XML scripting

You can use XML commands and an advanced scripting interface to install your licenses. This method is useful when you want to roll out license keys as part of a large-scale server deployment. Scripts are XML files written for a scripting language called RIBCL. The following methods are available:

- Recommended method: HPQLOCFG (HP Lights-Out Configuration Utility)—A utility that replaces the previous HP Lights-Out Configuration Utility (CPQLOCFG). This utility is a Windows command-line utility that sends XML configuration and control scripts over the network to iLO.
NOTE:
The HPQLOCFG (HP Lights-Out Configuration Utility) has the same command formatting as the CPQLOCFG utility.

- HPONCFG (HP Lights-Out Online Configuration Utility)—A local online scripted setup utility that runs on the host and passes RIBCL scripts to the local iLO. This utility requires the HPE ProLiant iLO 3 or 4 Channel Interface Driver.
- LOCFG (Lights-Out Configuration Utility)—A custom iLO scripting environment that includes a Perl sample you can use to send RIBCL scripts to iLO over the network.

NOTE:
Because the HPONCFG and LOCFG utilities run on the server itself, you do not need to enter the server IP address, FQDN, or login credentials when using either of those utilities. All other commands for installing a single-server license are the same for all utilities.

For more information, see:
- The HPE iLO 4 Scripting and Command-Line Guide
- How to Install an iLO License Key Through Scripting

Sample license XML script

```xml
<RIBCL VERSION="2.0">
  <LOGIN PASSWORD="password" USER_LOGIN="adminname">
    <RIB_INFO MODE="write">
      <LICENSE>
        <ACTIVATE KEY="11223-34455-66778-89900-AABBC"/>
      </LICENSE>
    </RIB_INFO>
  </LOGIN>
</RIBCL>
```

Sample license JSON script

```json
{
  "body": {
    "LicenseKey": "XXXXX-XXXXX-XXXXX-XXXXX-XXXXX"
  },
  "path": "/rest/v1/managers/1/LicenseService"
}
```

Recommended procedure: Installing a single license using HPQLOCFG (HP Lights-Out Configuration Utility)

Procedure

1. Locate your license activation key.
2. Go to [www.hpe.com/support/ilo4](http://www.hpe.com/support/ilo4) and download the latest utility.
3. Locate the folder in which your utility is installed.
4. Move the License.xml file into the same folder as the utility.
5. Open a command prompt, navigate to the folder containing the utility and XML file, and open the XML file.
6. Do one of the following:
• To execute the generic script without modifying it:

```bash
UtilityName.exe -s IPAddress/fqdn -f xmlFileName.xml -l logfile.txt -u username -p password -t KEY="KEY"
```

**Example**

```
hpqlocfg.exe -s mydl360server.mydomain.com -f License.xml -l mylogfile.txt -u adminaccount -p myadminpass123 -t KEY="abcde-fghij-klmno-pqrst-uvwxy"
```

• To modify the `License.xml` file:

  a. Enter the login information for the system on which you are installing the license.
     
     For example: `<LOGIN PASSWORD="myAdminPass123" USER_LOGIN="adminAccount"/>
  
  b. Enter the license key you purchased.
     
     `<ACTIVATE KEY="abcde-fghij-klmno-pqrst-uvwxy"/>
  
  c. Save the changes to your file, and then execute as follows. To specify verbose (detailed) output, add the `-v` tag.
     
     ```bash
UtilityName.exe -s IPAddress/fqdn -f xmlFileName.xml -l logfile.txt -v
```

**Example**

```
hpqlocfg.exe -s mydl360server.mydomain.com -f License.xml -l mylogfile.txt -v
```

**Sample output**

When the non-verbose form of the command is successful, no output is displayed.

Verbose output looks similar to the following.

```xml
<?xml version="1.0"?>
<RIBCL VERSION="2.23">
<RESPONSE
  STATUS="0x0000"
  MESSAGE='No error'
/>
</RIBCL>
```

### Installing a single license using (HP Lights-Out Online Configuration Utility) or LOCFG (Lights-Out Configuration Utility)

**Procedure**

1. Locate your license activation key.
2. Go to [www.hpe.com/support/ilo4](http://www.hpe.com/support/ilo4) and download the latest utility.
3. Locate the folder in which your utility is installed.
4. Move the `License.xml` file into the same folder as the utility.
5. Open a command prompt, navigate to the folder containing the utility and XML file, and open the XML file.
6. At the command prompt, do one of the following:
• To execute the generic script without modifying it:

```
UtilityName.exe -f xmlFileName.xml -l logfile.txt
```

Example

```
hponcfg.exe -f License.xml -l mylogfile.txt
```

• To modify the License.xml file:

a. Enter the license key you purchased.

```
<ACTIVATE KEY="abcde-fghij-klmno-pqrst-uvwxy"/>
```

b. Save the changes to your file, and then execute as follows. To specify verbose (detailed) output, you can add the `-v` tag.

```
UtilityName.exe -f xmlFileName.xml -l logfile.txt
```

Example

```
hponcfg.exe -f License.xml -l mylogfile.txt
```

Using the iLO CLI

Procedure

1. Open a connection in an SSH client application, such as PuTTY.
2. Leave the SSH port as 22, and the Connection type as SSH.
3. At the login prompt, enter your user name and password.

```
The hpiLO-> prompt appears.
```
4. To navigate to the license page, enter `cd map1/oemhp_license1`, and then enter `show`.

```
The license information is displayed, including the license type (`oemhp_name1`), and the license key that is partially redacted for security reasons.
```
5. To add a license, replace `KEY` with your 5X5 license key in the following command:

```
oemhp_licenseinstall KEY
```

Valid formats for entering a license key are:

- `oemhp_licenseinstall "AAAAA-BBBBB-CCCCC-DDDDD-EEEEE"
- `oemhp_licenseinstall AAAAA-BBBBB-CCCCC-DDDDD-EEEEE`
- `oemhp_licenseinstall AAAAA-BBBBB-CCCCC-DDDDD-EEEEE`
- `oemhp_licenseinstall "AAAAA-BBBBB-CCCCC-DDDDD-EEEEE"

The following output is displayed:

- `status=0`
- `status_tag=COMMAND COMPLETED`
- New license key installed

Using the RESTful API

Procedure

1. Locate your license activation key.
3. Locate the folder in which you specified the utility to install.
4. Move the `License.json` file into the same folder as the utility.
5. Open a command prompt, navigate to the folder containing the utility and JSON file, and open the JSON file.
6. Replace the default (invalid) license key with your valid key.
7. Save the changes to your file, and execute the RESTful command as follows:
   ```
   hprest.exe rawpost license.json --url mydl360server.mydomain.com -u adminaccount -p myadminpass123
   ```
8. If the command is successful, a message stating that the resource has been created successfully appears.

For more information, see Managing Hewlett Packard Enterprise Servers Using the RESTful API.

Using iLO Federation group licensing

You can use iLO Federation, a licensed feature, to manage your iLO license keys. The iLO Federation Group Licensing page displays the license status for iLO Federation group members, and you can use the Group Licensing page to activate iLO licensed features within a configured group.

Consider the following when you use iLO Federation group licensing feature to install a license in these scenarios:

- On the servers in an iLO Federation group, each member of the group must have the Configure iLO Settings privilege.
- On multiple servers, you must use a key that is authorized for the number of selected servers.
- On a server that already has a key installed, the new key replaces the current key. If you do not want to replace existing licenses, click Unlicensed in the License Information Status table to install licenses only on servers that are unlicensed.

For more information, see the HPE iLO Federation User Guide.

Verifying license installation

About this task

<table>
<thead>
<tr>
<th>✓</th>
<th>Verify:</th>
</tr>
</thead>
<tbody>
<tr>
<td>No installation error messages are displayed.</td>
<td></td>
</tr>
<tr>
<td>You can view information about your installed licenses.</td>
<td></td>
</tr>
</tbody>
</table>
Managing licenses

Prerequisites

- An HPE Passport account
- Privileges to configure iLO settings
- An installed license

Viewing installed license information

Viewing installed licenses in iLO

Procedure

1. Log in to iLO and navigate to the Administration > Licensing page.
2. Under Current License Status, view the following information for each installed license:
   - License—The license type
   - Status—The license status. A green check indicates that the license is installed and active.
   - Activation Key—The installed key

   **NOTE:**
   For security, key characters are hidden.

Viewing installed licenses in the licensing portal

Procedure

2. Enter your HPE Passport account email address and password, and click Sign In.
4. To view information for each installed license, click My Entitlements.
5. Log out and close your browser.

Viewing installed licenses using XML scripting

You can use XML commands and one of these scripting utilities to view your installed licenses.

**NOTE:**
Because the HPONCFG and LOCFG utilities run on the server itself, you do not need to enter the server IP address or FQDN when using either of those utilities. All other commands for viewing installed licenses are the same for all utilities.

**Sample Get_all_licenses script**

```xml
<RIBCL VERSION="2.0">
 <LOGIN PASSWORD="password" USER_LOGIN="adminname">
   RIB_INFO MODE="read" <GET_ALL_LICENSES/>
 </RIB_INFO>
</RIBCL>
```
Using HPQLOCFG (HP Lights-Out Configuration Utility)

About this task

Open a command prompt in the HPQLOCFG utility and do one of the following:

Procedure

- To execute the generic script without modifying it:

  `UtilityName.exe -s IPAddress/fqdn -f xmlFileName.xml -l logfile.txt -u username -p password`

  **Example**
  
  `hpqlocfg.exe -s mydl360server.mydomain.com -f Get_All_Licenses.xml -l mylogfile.txt -u adminaccount -p myadminpass123`

- To modify the `Get_All_Licenses.xml` file:
  1. Enter the login information for the system on which you are installing the license. For example: `<LOGIN PASSWORD="myAdminPass123" USER_LOGIN="adminAccount">`
  2. Save the changes to your file, and then execute as follows. To specify verbose (detailed) output, you can add the `-v` tag.

     `UtilityName.exe -s IPAddress/fqdn -f xmlFileName.xml -l logfile.txt`

     **Example**
     
     `hpqlocfg.exe -s mydl360server.mydomain.com -f Get_All_Licenses.xml -l mylogfile.txt`

Using HPONCFG (HP Lights-Out Online Configuration Utility) or LOCFG (Lights-Out Configuration Utility)

About this task

Open a command prompt in the HPONCFG or LOCFG utility and do one of the following:

Procedure

- To execute the generic script without modifying it:

  `UtilityName.exe -f xmlFileName.xml -l logfile.txt`

  **Example**
  
  `hponcfg.exe -f Get_All_Licenses.xml -l mylogfile.txt`

- To modify the `Get_All_Licenses.xml` file:
  1. Modify the file.
  2. Save the changes to the file, and then execute as follows. To specify verbose (detailed) output, you can add the `-v` tag.

     `UtilityName.exe -f xmlFileName.xml -l logfile.txt -v`

     **Example**
     
     `hponcfg.exe -f Get_All_Licenses.xml -l mylogfile.txt -v`
Viewing installed licenses using the iLO CLI

For information, see the HPE iLO Scripting and Command Line Guide.

Recovering a lost license key

To determine your license key, contact your regional licensing support team. See HPE iLO licensing support contact addresses.

Reactivating your HPE iLO license key after your server reverts to factory defaults

**IMPORTANT:**
If your server reverts to factory defaults, you must reactivate and reinstall your license key on that server.

Troubleshooting

License key network error

**Symptom**
You are installing a license and you see a Network error: Connection refused message.

**Cause**
You entered an invalid host name or IP address during license installation.

**Action**

**Procedure**
- Check for errors in the host name and IP address, and then try again.

Server disconnect error

**Symptom**
You are installing a license using the iLO CLI and you see a Server sent disconnect message.

**Cause**
The CLI serial console session has been acquired by someone else.

**Action**

**Procedure**
- Try establishing a new telnet session and, when can do so, try the command again.

License key installation errors

**Symptom**
You see a License Key Error or a License Installation Failed message.
Solution 1

Cause
The key is not an iLO license key.

Action

Procedure
• Obtain an iLO license key, and then try again.

Solution 2

Cause
An evaluation key was submitted when a regular license was previously installed.

Action

Procedure
• None. iLO does not support installing an evaluation key when a regular key was previously installed.

Solution 3

Cause
The iLO date and time settings are incorrect.

Action

Procedure
• Check the iLO date and time settings, and then try again.

Solution 4

Cause
The license key entered is incorrect.

Action

Procedure
• Check for errors in the license key, and then try again.

License key not received after completing the activation process

Symptom
You completed the license activation process but did not receive your license activation key.
Action

Procedure

1. Locate the Entitlement Order Number (EON) on your License Entitlement Certificate, or on My License Portal (https://myenterpriselicense.hpe.com).
2. For further assistance, contact the HPE licensing support team, and provide the EON See HPE iLO licensing support contact addresses.

HPE iLO license return policy

You can obtain a replacement iLO license if:

- The license is purchased in error, and the associated License Entitlement Certificate key is not yet redeemed. A redeemed license is one that is registered in the My License Portal and has an iLO 25-character license key assigned to it.
- The license is self-installed.
- The license is preinstalled at the factory, you lose your EON, and need a new license for a replaced motherboard.

To begin the return policy, contact the licensing team. See HPE iLO licensing support contact addresses.
Websites

General websites

Hewlett Packard Enterprise Information Library
www.hpe.com/info/EIL

Single Point of Connectivity Knowledge (SPOCK) Storage compatibility matrix
www.hpe.com/storage/spock

Storage white papers and analyst reports
www.hpe.com/storage/whitepapers

For additional websites, see Support and other resources.

Related information

<table>
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<tr>
<th>Website</th>
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<tr>
<td>HPE iLO</td>
<td><a href="http://www.hpe.com/info/ilo">http://www.hpe.com/info/ilo</a></td>
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<td>HPE iLO Licensing</td>
<td><a href="http://www.hpe.com/info/ilo/licensing">http://www.hpe.com/info/ilo/licensing</a></td>
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<td>HPE iLO Documentation</td>
<td><a href="http://www.hpe.com/info/ilo/docs">http://www.hpe.com/info/ilo/docs</a></td>
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<td>HPE iLO Advanced License video</td>
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<td>HPE iLO Essentials License video</td>
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<tr>
<td>HPE iLO Scale–Out License video</td>
<td><a href="https://www.youtube.com/watch?v=tnW0qyXp0_E">https://www.youtube.com/watch?v=tnW0qyXp0_E</a></td>
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<tr>
<td>HPE iLO Licensing (Spanish)</td>
<td><a href="https://www.youtube.com/watch?v=xYzlph2ZrUE&amp;feature=youtu.be">https://www.youtube.com/watch?v=xYzlph2ZrUE&amp;feature=youtu.be</a></td>
</tr>
<tr>
<td>HPE iLO Technical How-to Videos</td>
<td><a href="http://www.hpe.com/info/ilo/videos">http://www.hpe.com/info/ilo/videos</a></td>
</tr>
<tr>
<td>HPE Licensing Portal</td>
<td><a href="https://myenterpriselicense.hpe.com">https://myenterpriselicense.hpe.com</a></td>
</tr>
<tr>
<td>HPE iLO Mobile App</td>
<td><a href="http://www.hpe.com/info/ilo/mobileapp">http://www.hpe.com/info/ilo/mobileapp</a></td>
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<tr>
<td>HPE iLO Free Online Training</td>
<td><a href="http://www.hpe.com/ww/iloBundle">http://www.hpe.com/ww/iloBundle</a></td>
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<td>HPE ProLiant training</td>
<td><a href="http://www.hpe.com/ww/learnproliant">http://www.hpe.com/ww/learnproliant</a></td>
</tr>
<tr>
<td>HPE Technical Support</td>
<td><a href="http://www.hpe.com/assistance">http://www.hpe.com/assistance</a></td>
</tr>
</tbody>
</table>
Support

HPE iLO licensing support contact addresses

NOTE:
• To obtain support, you must provide proof of a license purchase.
• You cannot exchange a license that is redeemed (activated).

• Americas: licensing.ams@hpe.com
• Europe, Middle East, and Africa: licensing.emea@hpe.com
• Asia-Pacific and Japan: licensing.apj@hpe.com

Obtaining your Service Agreement ID (SAID), and accessing updates

About this task
The SAID is a 12 digit number assigned for entitlement to a service agreement contract. You must have a SAID to access HPE Technical Support and Software Updates for HPE hardware and software products.

When your license is registered on the My License Portal, you receive a Welcome to Support letter or email that includes your SAID, along with other contract information.

After you receive your SAID, you can link it to your HPE Passport account so that you can access updates directly from the Software updates and licensing portal (http://www.hpe.com/downloads/software).

Procedure
2. On the left navigation menu, click Manage my contracts & warranties.
3. Click Link support agreements and follow the instructions.

To access software updates if you have not yet linked your SAID to your HPE Passport account:
• Go to the Software updates and licensing portal at http://www.hpe.com/downloads/software, and sign in with your HPE Passport account.
• Select Directly enter an SAID, enter your SAID, and click View available products.

Support and other resources

Accessing Hewlett Packard Enterprise Support
• For live assistance, go to the Contact Hewlett Packard Enterprise Worldwide website: http://www.hpe.com/assistance
• To access documentation and support services, go to the Hewlett Packard Enterprise Support Center website: http://www.hpe.com/support/hpesc
Information to collect

- Technical support registration number (if applicable)
- Product name, model or version, and serial number
- Operating system name and version
- Firmware version
- Error messages
- Product-specific reports and logs
- Add-on products or components
- Third-party products or components

Accessing updates

- Some software products provide a mechanism for accessing software updates through the product interface. Review your product documentation to identify the recommended software update method.
- To download product updates:
  
  Hewlett Packard Enterprise Support Center
  www.hpe.com/support/hpesc
  
  Hewlett Packard Enterprise Support Center: Software downloads
  www.hpe.com/support/downloads
  
  Software Depot
  www.hpe.com/support/softwaredepot
- To subscribe to eNewsletters and alerts:
  www.hpe.com/support/e-updates
- To view and update your entitlements, and to link your contracts and warranties with your profile, go to the Hewlett Packard Enterprise Support Center More Information on Access to Support Materials page:
  www.hpe.com/support/AccessToSupportMaterials

IMPORTANT:
Access to some updates might require product entitlement when accessed through the Hewlett Packard Enterprise Support Center. You must have an HPE Passport set up with relevant entitlements.

Customer self repair

Hewlett Packard Enterprise customer self repair (CSR) programs allow you to repair your product. If a CSR part needs to be replaced, it will be shipped directly to you so that you can install it at your convenience. Some parts do not qualify for CSR. Your Hewlett Packard Enterprise authorized service provider will determine whether a repair can be accomplished by CSR.

For more information about CSR, contact your local service provider or go to the CSR website:
http://www.hpe.com/support/selfrepair

Remote support

Remote support is available with supported devices as part of your warranty or contractual support agreement. It provides intelligent event diagnosis, and automatic, secure submission of hardware event notifications to Hewlett Packard Enterprise, which will initiate a fast and accurate resolution based on your product's service level. Hewlett Packard Enterprise strongly recommends that you register your device for remote support.

If your product includes additional remote support details, use search to locate that information.
Remote support and Proactive Care information

HPE Get Connected
www.hpe.com/services/getconnected

HPE Proactive Care services
www.hpe.com/services/proactivecare

HPE Proactive Care service: Supported products list
www.hpe.com/services/proactivecaresupportedproducts

HPE Proactive Care advanced service: Supported products list
www.hpe.com/services/proactivecareadvancedsupportedproducts

Proactive Care customer information

Proactive Care central
www.hpe.com/services/proactivecarecentral

Proactive Care service activation
www.hpe.com/services/proactivecarecentralgetstarted

Warranty information

To view the warranty for your product, see the Safety and Compliance Information for Server, Storage, Power, Networking, and Rack Products document, available at the Hewlett Packard Enterprise Support Center:

www.hpe.com/support/Safety-Compliance-EnterpriseProducts

Additional warranty information

HPE ProLiant and x86 Servers and Options
www.hpe.com/support/ProLiantServers-Warranties

HPE Enterprise Servers
www.hpe.com/support/EnterpriseServers-Warranties

HPE Storage Products
www.hpe.com/support/Storage-Warranties

HPE Networking Products
www.hpe.com/support/Networking-Warranties

Regulatory information

To view the regulatory information for your product, view the Safety and Compliance Information for Server, Storage, Power, Networking, and Rack Products, available at the Hewlett Packard Enterprise Support Center:

www.hpe.com/support/Safety-Compliance-EnterpriseProducts

Additional regulatory information

Hewlett Packard Enterprise is committed to providing our customers with information about the chemical substances in our products as needed to comply with legal requirements such as REACH (Regulation EC No 1907/2006 of the European Parliament and the Council). A chemical information report for this product can be found at:

www.hpe.com/info/reach

For Hewlett Packard Enterprise product environmental and safety information and compliance data, including RoHS and REACH, see:

www.hpe.com/info/ecodata
For Hewlett Packard Enterprise environmental information, including company programs, product recycling, and energy efficiency, see:

www.hpe.com/info/environment

Documentation feedback

Hewlett Packard Enterprise is committed to providing documentation that meets your needs. To help us improve the documentation, send any errors, suggestions, or comments to Documentation Feedback (docsfeedback@hpe.com). When submitting your feedback, include the document title, part number, edition, and publication date located on the front cover of the document. For online help content, include the product name, product version, help edition, and publication date located on the legal notices page.
HPE iLO customer scenarios

Business requirements and solutions

Managing multiple servers from one system

Requirement
You are a mid-size business with a few servers, and many virtual machines. You must manage these servers from a single pane of glass without purchasing an additional server or complex tools.

Solution
Use HPE iLO Federation to:

- Manage multiple servers from one system by running the iLO web interface.
- Communicate with other iLO systems via multi-cast discovery, peer-to-peer communication, and iLO Federation groups.
- Retrieve iLO Federation data. When data is loaded on an iLO Federation page in the iLO web interface, a request for data is sent from the iLO system running the web interface to its peers, and from those peers to other peers, until all the data for the selected iLO Federation group is retrieved.
- View information from iLO Federation nodes.
- Deploy settings to iLO Federation nodes. (Required license: iLO Advanced)

Configuring, managing, and optimizing server performance

Requirement
You want to create, read, update, or delete information on a server using simple HTTPS calls.

Solution
Use the RESTful API implementation in UEFI and iLO. It provides:

- A new, single command-line interface tool
- Redfish Protocol compliance
- A programmable, intelligent management solution that helps ensure that your servers are scalable, secured, discoverable, and extensible

Protecting your data

Requirement
You want to protect your server from unauthorized access and data breaches.

Solution
Use UEFI and HPE iLO.

- With UEFI server configuration you can:
  - Create a chain of trust for installation authentication.
  - Increase server security with four new levels of Secure Boot options
- With iLO server access and management, featuring two-factor user authentication, you can protect your server with:
  - The iLO Event Log
  - Agentless Management
  - Directory services integration (Required license: iLO Advanced)
Implementing a standardized method for server control and monitoring

Requirement
Your company has asked you to implement a standardized method for controlling and monitoring your server.

Solution
Use the Intelligent Platform Management Interface (IPMI) in iLO to:

- Manage events and status independently of the host system processor, firmware (BIOS or UEFI), and operating system, including:
  - Monitoring system information, such as fans, temperatures, and power supplies
  - Utilizing recovery capabilities, such as system resets and power on/off operations
  - Reviewing logging details about abnormal events, such as over-temperature readings or fan failures
  - Viewing inventories of hardware components

Connecting to a network

Requirement
You want to connect your server to a network.

Solution
Use HPE iLO to connect your server to a network port. iLO standard provides two options:

- A dedicated network management port on HPE ProLiant Gen9 Servers with 4 GB NAND
- A shared network port that enables VLAN tagging on HPE ProLiant Gen9 Servers with 2 GB NAND

Maximizing power efficiency

Requirement
You want to conserve the energy consumption of your server.

Solution
Use HPE iLO power control options to:

- Securely turn servers on or off remotely.
- Monitor power consumption and server power settings.
- Dynamically change power capping (Required license: iLO Advanced)

Identifying and resolving problems

Requirement
You want to be alerted to problems as they occur with your server and to resolve them quickly.

Solution
Use the iLO Integrated Management Log to:

- View detailed event logs, including server outages and resets.
- Configure event notifications via:
Discovering all servers in your infrastructure

Requirement
Your team installed 100 new servers in your data center and they must be discovered immediately.

Solution
Use iLO Federation to discover hundreds of servers in seconds. It provides:

- Query and display capabilities
- Group health status updates
- Group configuration details
- DNS name registration information

Remotely managing servers

Requirement
You are away from your office and need to access your server.

Solution
Use the iLO web interface or mobile app to manage your server anytime from anywhere. With iLO, you can remotely:

- Inventory and deploy servers using ROM-based tools
- Launch and monitor the progress of LO scripts
- Use the remote console
- Power your server on and off
- Troubleshoot and diagnose issues
- Mount an ISO CD/DVD image via virtual media (Required license: iLO Advanced)
- Engage with up to six coworkers in different locations at once (Required license: iLO Advanced)
- Record and play back for later reference the steps you need to administer servers (Required license: iLO Advanced)

Deploying, managing, and updating firmware across your data center

Requirement
You want to quickly, deploy, manage, and update firmware across hundreds of servers in your data center.

Solution
Use the full management capabilities of iLO Federation provided by either an iLO Advanced or iLO Scale-Out license. Either of these licenses enable iLO Federation options for performing:

- Group firmware updates (Required license: iLO Advanced or iLO Scale-Out)
- Group license activation (Required license: iLO Advanced or iLO Scale-Out)
- Group virtual media (Required license: iLO Advanced or iLO Scale-Out)
- Group power control (Required license: iLO Advanced or iLO Scale-Out)
- Group power capping (Required license: iLO Advanced or iLO Scale-Out)
The following list describes features that are standard HPE iLO server features, and features that require a license. Where applicable, it shows which required licenses are needed for a feature.

**Active Health System Diagnostics**

Provides a 24/7 control center for your server that enables you to continuously monitor more than 1600 system parameters and receive consolidated health and service alert.

**Recommended for**

All customers

**Active Health System Viewer**

A free tool that enables you to view and self-diagnose any issues with your server.

**Recommended for**

All customers

**Advanced Power Management**

Provides access to power related data from any of the three iLO interfaces (browser, script, or command line). Available information includes time spent in Power Regulator Dynamic Savings mode, average, peak, and minimum power consumption over 24-hour intervals. and iLO Power Meter (when supported by the host).

**Recommended for**

Enterprise, financial, government, security conscious customers

**Required license**

iLO Scale-Out, iLO Advanced, or iLO Advanced for BladeSystem

**Agentless Management**

Monitors and generates SNMP traps and additional operating system data independently of the operating system and processor.

**Recommended for**

All customers

**Discovery services**

Automatically reports server locations to HPE SIM and Insight Control. Power Discovery Services is an enhancement to the iPDU technology. It automatically reports iPDU power status.

**Required license**

iLO Advanced, or iLO Advanced for BladeSystem

**Directory service authentication**

Integrates directory services, such as Microsoft® Active Directory, to authorize directory users with assigned user roles to Integrated Lights-Out processors.

**Required license**

iLO Advanced, or iLO Advanced for BladeSystem

**Email-based alerting**

Sends iLO alert conditions that are detected independently of the host operating system to a specified email address.
Recommended for
All customers

Required license
iLO Scale-Out, iLO Essentials, iLO Advanced, or iLO Advanced for BladeSystem

Embedded Remote Support
Enables you to register servers for HPE remote support.

Recommended for
All customers

Embedded system health
Monitors fans, temperature sensors, power supply sensors, and VRMs without loading the System Management Driver.

You can access the status of these components from all HPE iLO for ProLiant user interfaces (browser, SMASH CLP command line, and script), independently of the host operating system. The management processor also reports sensor status to the operating system through an IPMI specified interface. The intelligence of iLO manages the Sea of Sensors thermal control, directs the Dynamic Power Capping technology, and monitors the health of server components.

Recommended for
All customers performing system maintenance

Global team collaboration via Integrated Remote Console
Enables up to six iLO users with remote console privileges in different locations to collaborate using the Integrated Remote Console to troubleshoot, maintain, and administer remote servers.

Required license
iLO Advanced or iLO Advanced for BladeSystem

HPE RESTful API with Redfish compliance
Operates iLO via Redfish-compliant HPE RESTful API

Recommended for
Customers with multi-vendor data centers who want a common way to manage them, and don’t like the insecure nature of IPMI.

HPE Smart Array Secure Encryption
Supports HPE Smart Array controllers, providing data-at-rest encryption for direct-attached HDD or SSD storage connected to servers. This encryption provides an integrated solution to encrypting HDD or SSD volumes by using 256-bit XTS-AES algorithms.

Recommended for
Enterprise, financial, government, security conscious customers

Required license
iLO Scale-Out, iLO Advanced, or iLO Advanced for BladeSystem

iLO Federation discovery
Queries using any iLO in the Federation Group of multiple systems to return results from the full group. When data is loaded on an iLO Federation page in the iLO web interface, a request for data is sent from the iLO system running the web interface to its peers, and from those peers to other peers until all the data for the selected iLO Federation group is retrieved.
Recommended for
Enterprise customers with a large number of HPE servers

**iLO Federation group license activation**
Activates licensed features on all servers within a configured iLO Federation group.

**Required license**
iLO Scale-Out, iLO Advanced, or iLO Advanced for BladeSystem

**iLO Federation Management**
Enables you to manage multiple servers from one system running the iLO web interface.

**Recommended for**
Enterprise customers with a large number of HPE servers

**Required license**
iLO Scale-Out, iLO Advanced, or iLO Advanced for BladeSystem

**iLO reboot**
When the UID button for is pressed for five seconds, only reboots iLO without bringing down the server.

**Recommended for**
All customers

**Integrated Remote Console (IRC)**
Turns a supported browser into a virtual desktop, giving you full control over the display, keyboard, and mouse of the host server. You can use the Remote Console to access the remote file system and network drives, observe POST boot messages as the remote host server restarts, and initiate ROM-based setup routines to configure the remote host server hardware. When you are installing operating systems remotely, the Integrated Remote Console enables you to view and control the host server monitor throughout the installation process.

**Recommended for**
All customers with remote management needs.

**Required license**
With iLO Standard and iLO Scale-Out licenses, support for this feature is pre-OS text mode only. Full support is available with all other iLO license types.

**Integrated Remote Console record and playback**
Records and plays back video streams of events, such as startup, ASR events, and sensed operating system faults. You can manually start and stop the recording of console video. You can use the Integrated Remote Console applet to view saved iLO video files.

**Recommended for**
Enterprise customers

**Required license**
iLO Advanced or iLO Advanced for BladeSystem

**IPMI over LAN/DCMI**
Uses the LAN or Data Center Management Interface function of the Intelligent Platform Management Interface specification to establish remote connectivity independently of the processor, firmware, and operating system.

**Recommended for**
Customers with multi-vendor data centers who want a common way to manage them.

**IPv6**
Provides IPv6 network support.

**Kerberos authentication**
Integrates iLO authentication into a customer security system. If the client workstation is logged in to the domain, and the user is a member of a directory group for which iLO is configured, enables a user to log in to iLO without supplying a user name and password.

**Recommended for**
Enterprise, financial, government, security conscious customers

**Required license**
iLO Advanced, or iLO Advanced for BladeSystem

**Remote Insight Board Command Language (RIBCL)**
Provides Remote Insight Board Command Language for server administration.

**Remote Syslog**
Sends event notification messages to Syslog servers.

**Recommended for**
Enterprise customers with Security and Event Management (SIEM) systems

**Required license**
iLO Scale-Out, iLO Advanced, or iLO Advanced for BladeSystem

**Scripted Virtual Media**
Connects scripted media for access by the servers in an iLO Federation group.

**Required license**
iLO Advanced or iLO Advanced for BladeSystem

**Secure Shell (SSH) Command Line Interface**
Provides monitoring and management via a Secure Shell CLI.

**Recommended for**
All customers who have remote management needs.

**Text-based Remote Console via SSH (Textcons)**
Provides a text-based remote console you can customize that is protected by the SSH encryption.

**Recommended for**
Hyperscale customers

**Required license**
iLO Scale-Out, iLO Advanced, or iLO Advanced for BladeSystem

**Virtual media via Integrated Remote Console**
Enables you to use the Integrated Remote Console to control virtual media.

**Recommended for**
All customers with remote management needs.

**Required license**
Virtual power button

Remotely operates the power button of a host.

For example, if the host server is off, you can turn it on from the HPE ProLiant iLO browser, command line (SM CLP), XML scripting, or WS Management interfaces. You can also power off and on the server in one step. A “press and hold” option is available for the Virtual Power Button in the event a momentary press is insufficient to power off a server experiencing an operating system failure.

Recommended for

All customers who have remote management needs.

Virtual serial port

Provides a bidirectional data flow with a server serial port. Using the remote console, this feature enables you to operate as if a physical serial connection exists on the remote server serial port.

Recommended for

Hyperscale customers who are predominantly Linux users

Virtual serial port record and playback

Provides a bidirectional data flow with a server serial port, enabling you to operate as if a physical serial connection exists on the remote server serial port. The iLO Virtual Serial Port is displayed as a text-based console, but the information is rendered through graphical video data. iLO displays this information through an SSH client when the server is in a pre-operating-system state, enabling a nonlicensed iLO to observe and interact with the server during POST activities.

Required license

iLO Scale-Out, iLO Advanced, or iLO Advanced for BladeSystem

Web-based GUI

Adds web-based monitoring and management of licensed features to the standard iLO user interface.

Recommended for

All customers
Why is it important to register even though my license key is already installed?

Registration is important because:

- If you lose your license key, you can obtain it through the My License Portal (https://myenterpriselicenese.hpe.com).
- You receive your support contract that is included in the price of your iLO license.

What happens if I lose my license key?

See Recovering a lost license key.

Does my license expire?

No. Your license is valid for the life of the server.

Do I lose functionality of licensed features when my one or three year Technical and Support Contract expires?

No. Your licensed features, and standard features, continue to be available. If you require support on licensed features, you must obtain a support contract.

Are standard iLO features covered in my one or three year Technical Support Contract?

No. Standard iLO features are covered under your server hardware warranty.

Can I upgrade from an Essentials or a Scale-Out license to an iLO Advanced license?

No, not at this time.

Can I transfer my license to another server?

No. Your license key is only valid for the server on which it is installed.

What is a SAID?

A SAID (Service Agreement Identification) is a 12-digit number assigned for entitlement to a service agreement contract. You must have it to access HPE Technical Support and Software Updates for HPE Hardware and Software products.

How do I get a SAID and what do I do with it?

After you register your license on the My License Portal (https://myenterpriselicenese.hpe.com), HPE sends your SAID in a welcome letter similar to the following example.
Figure 8: Sample SAID welcome letter

After you receive your SAID, you can link it to your HPE Passport account so that you can access updates directly from the Software updates and licensing portal (http://www.hpe.com/downloads/software).

For more information, see Obtaining your Service Agreement ID (SAID), and accessing updates.

When do I use my SAID?

Use your SAID to access:

- HPE Technical Phone Support
- The HPE Support Center (http://www.hpe.com/support/hpesc)
- Software updates for HPE Software products via the HPE Update Center (http://www.hpe.com/downloads/software)
What if I have not received my welcome letter with my SAID, or I lost my SAID?

- If you purchased your license directly from HPE, send an email requesting a welcome letter and SAID to the address for your region. Make sure to include your HPE sales order number.
  - Americas: licensing.ams@hpe.com
  - Europe, Middle East, and Africa: licensing.emea@hpe.com
  - Asia-Pacific and Japan: licensing.apj@hpe.com
- If you purchased your license from a reseller, contact the reseller and provide your sales order number to request your SAID and welcome letter.