

Service Pack for ProLiant (SPP) Support Policy

Customer Notice: As new SPPs are released, read the [release notes](#) for the SPP release to ensure you are still within your SPP support window.

The SPP is an HPE solution tested package of firmware and drivers for updating your HPE ProLiant Servers. Each SPP release is supported for a period of 12 months and is available as a free download for use on products which are under an active warranty or an HPE Support Agreement (see [HPE ProLiant Server Firmware Access Update FAQ](#) and [More Information on Access to HPE Support Materials](#) for more details).

On occasion a component may be dropped from the SPP. The latest component updates can be found on the server specific product web pages.

The SPP (in general) supports a minimum of 2 versions for each OS/hypervisor; the current version and one version back (e.g. RHEL 7 and 6). OS/hypervisor versions not supported on the current SPP may still be supported by HPE, even though they are no longer part of the SPP package.

Before using a SPP to update your HPE ProLiant servers, consult the SPP's:

- **Release Notes** for the
 - Official end of support date,
 - SPP migration compatibility list (supported migration paths from previous SPP releases), and
 - Supported list of operating system and hypervisor versions
- **Contents Report**—version and update status for each firmware and driver
- **Component Notes**—change history and release notes for each firmware and driver
- **Server Support Guide**—matrix associating each firmware/driver to a list of supported servers

Customer environments are supported whether you choose to:

- Leverage the SPP to manage and maintain firmware and driver versions, or
- Define, test and maintain a custom baseline.

Customers should establish a cadence for updating their server(s), as follows:

- Once a year,
- With every SPP release, or
- Twice per year with the SPP Maintenance Supplement Bundle.

In between each full SPP release, you may need to apply Hot Fixes as necessary to address specific issues. Hot Fixes are supported as part of the SPP and are tested against all SPPs released within the last 12 months.

Twice per year (April and October), HPE may release a Maintenance Supplement Bundle (MSB). The MSB contains all of the hot fixes, security releases and other updates released since the last released SPP. MSBs are to be used in conjunction with the latest SPP. Applying an MSB extends the support period of the SPP.

Support matrix

To support new OS releases and new functionality, HPE may release other SPP Supplements and other (non-Hot Fix) components. These types of releases can be combined with a full SPP release to create a custom solution (see the [SUM Best Practices Planning Guide](#) for more information on SPP customization).

The SPP use cases are:

| Use Case | HPE Support | Recommended Customer Actions |
|---|---|--|
| 1. Deploy an SPP within its support window | Standard use case that covers the majority of ProLiant customers and involves using the firmware and drivers on a single SPP release. | Use the SPP as a baseline to deploy new workloads and maintain your environment as required. |
| 2. Deploy an SPP Supplement (e.g. MSB) to an associated SPP | SPP Supplement supports new OS releases or component functionality updates that are released outside of the SPP release cycle. | Read the Supplement's Release Notes. Apply the SPP Supplement to the associated SPP release. |
| 3. Apply Hot Fixes to an SPP | Hot Fix is released as an SPP component outside of an SPP release. When this occurs, each Hot Fix is tested with and supported on all SPPs released in the last 12 months. NOTE: A hot fix may have a dependency on other components and require the installation of those components. | Apply Hot Fixes (and all dependent components) to your SPP baseline as required. To determine if the Hot Fix is needed in your environment, you should read the Customer Advisory for the hot fix. |
| 4. Support multiple SPP releases within a BladeSystem enclosure | A BladeSystem enclosure may contain servers running different SPPs. This typically occurs when servers are deployed into the enclosure at different times. When this occurs, you are not required to back-level the new servers to a previous SPP or update the existing servers to the latest SPP. NOTE: You must ensure the enclosure components (e.g. OA and VC) are compatible with the server blade components for all the server blades within the enclosure. | Allows for multiple SPP releases to coexist within an enclosure, and provides you the flexibility of waiting until your next maintenance window to align your enclosure, servers, and devices on a single SPP version. |
| 5. Create a customized SPP solution: | HPE does NOT solution test these use cases. You should read the release notes and test the customized SPP prior to deploying into production. | 1. Read the component and SPP Release Notes to determine if this is applicable for your environment. 2. Test the customized SPP prior to deploying into production. |
| a) Mixing supported components within an SPP. | Components within an SPP may be combined with components from prior SPPs (provided all SPPs are within their support window). | This may result in exceptions to HPE's support policy. See the component and SPP Release Notes for more details. |
| b) Using devices whose firmware and drivers are never included in an SPP (e.g. CPLD and fibre channel switch firmware). | Components (firmware and drivers) that are not included in the SPP are not tested as part of the HPE's SPP test process, but are supported by HPE per each device's support policy. | After installing the SPP, install each component by following the install instructions for each component. |
| c) Adding SPP components that were released outside of an SPP release. | SPP components may be released to the HPE support center that are not Hot Fixes. These SPP components may be combined with the latest SPP. | |
| 6. Using a supported baseline after the 12-month period expires. | HPE acknowledges that just because the support window expires doesn't mean a working environment will stop working. HPE will work with you to diagnose issues, should they arise. NOTE: Individual components may support multiple generations of servers. When this occurs, the component will be carried on the SPP as long as one of the servers is supported by the SPP. | You may "freeze" stable environments but, you should not apply any updates beyond the SPP's e support window. Read all applicable documents, including the OS Support Matrices and the SPP Server Support Guides for recommendations and details on the OS support status for each component. Individual components, for previous generation servers that are no longer supported by the SPP, may be available for download via the HPE. |



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