

# 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 **Service Pack for ProLiant (SPP)** is a comprehensive collection of smart components (firmware, drivers, and system software) tested together as a single solution stack and used for updating HPE ProLiant servers and HPE Synergy and HPE BladeSystem infrastructure.

Due to customer feedback to reduce the frequency of server updates, HPE release 2 types of SPPs.

1. A single “Production SPP” with support for the “production server generations.”

- HPE releases the “Production SPP” 2–4 times per year (March, September, and with select new product releases).
- “Production SPP” releases are supported for a period of 12 months.
- Because the Smart Component updates of the “Production SPP” contains new functionality, bug fixes, and security updates, HPE recommends updating production server generations on a yearly cadence.
- In between each “Production 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.
- On occasion a component may be dropped from the “Production SPP.” When this occurs, the latest component updates (for the dropped component) can be found on the server specific product webpages.
- 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 the “Production SPP” using the SPP Custom Download or SUM’s Custom Baseline.

2. Multiple generation specific “Post-production SPPs” with support for one specific “Post-production server generation” (e.g., Gen8 only Post-production SPP that contains the firmware and drivers for Gen8 only).

- When a server generation transitions to post-production, HPE freezes the Smart Component versions for the server generation and releases a “Post-production SPP” for that server generation.
- After a server generation transitions to post-production, Smart Component updates are only released to resolve a specific issue and are released as “Hot Fixes” against the post-production SPP. Because updates are only released to resolve specific issue, HPE recommends updating to post-production SPP and then applying only the “Hot Fixes” that apply to your server models, OS/hypervisor versions, and environment.
- “Post-production SPPs” are supported as long as HPE supports that server generation and you do not need to perform yearly updates on post-production server generations.

For more details on Production and Post-production SPPs, see [“Reducing Server Updates.”](#)

Each 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 “Production” or “Post-production” SPP may still be supported by HPE, even though they are no longer part of the SPP package.



Before using an SPP to update your HPE ProLiant servers, consult the SPP documentation available on the “Documentation” tab of the [SPP Download page](#):

- **SPP OS Guide**—Matrix showing the OS support by SPP release.
- **SPP Update Compatibility**—HPE tested and supported update paths from previously released SPPs.
- **SPP Release Notes**—Release notes for the specific SPP release.
- **Contents Report**—Version and update status for each firmware and driver included in the SPP release.

- **Component Release Notes**—Release notes for each firmware and driver included in the SPP release.
- **Server Support Guide**—Matrix associating each firmware/driver to a list of supported servers for the specific SPP release.

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.

**The SPP can be deployed as follows:**

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 OS Supplement 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. <b>Note:</b> 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. <b>Note:</b> 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:	<b>HPE does NOT solution test these use cases.</b> 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. <b>Note:</b> 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 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 Support Center.



## Product availability matrix

The SPP 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](#) and More Information on Access to HPE Support Materials for more details).

HPE provides several methods to download the SPP.

- SPP Custom Download ([hpe.com/servers/spp/custom](https://hpe.com/servers/spp/custom))—HPE's preferred method for downloading a Production or Post-production SPP.
- SPP Download Page ([hpe.com/servers/spp/download](https://hpe.com/servers/spp/download))—which also provides access to the SPP release documentation, Hot Fixes and advisories, and FAQs.
- HPE Support Center ([hpe.com/support](https://hpe.com/support)).
- Software Deliver Repository (SDR) ([downloads.linux.hpe.com/SDR/](https://downloads.linux.hpe.com/SDR/))—YUM repository containing the Smart Components.

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