



Hewlett Packard Enterprise

Dear Customer,

We are pleased to announce the availability of the latest software release for HPE 3PAR Operating System. Hewlett Packard Enterprise strongly recommends that you do NOT attempt to perform any Service Processor or OS software updates on your own. Our technicians will be more than happy to address any questions that you may have with regard to the software update and will do their very best to accommodate your schedule.

When placing a request for an HPE 3PAR Operating system you will be asked for the following information:

- System Agreement ID Number i.e. xxxx xxxx xxxx
- HPE 3PAR Storage System Number ([serial](#)): i.e. 1X09999

If you cannot find this information on any contractual agreements, you can log into the system and run the following command, which will provide the system serial number from the CLI prompt: cli% showsys

ID	Name	Model	Serial	Nodes	Master	TotalCap	AllocCap	FreeCap	FailedCap
1553	t400.test2	InServ T400	1201553	2	3	30220288	4381696	25228800	139520

You can contact Hewlett Packard Enterprise to schedule this activity using the following method:

- swd-3par-gss-swins@hpe.com (you will receive a follow-up email which will include all required documentation).

Upon your decision to have Hewlett Packard Enterprise (HPE) update your system software, please contact HPE utilizing the link above. The HPE service representative will work with you to schedule your OS upgrade at a convenient time. In most cases HPE can automatically stage the software onto the Service Processor in preparation for the software upgrade. Your HPE service representative will advise you if the software will be automatically staged, or inform you to download or request physical media to have on hand for the HPE service representative to complete your updates.

Hewlett Packard Enterprise appreciates your business and looks forward to serving your future business needs.

Best regards,

Hewlett Packard Enterprise