Service Pack for ProLiant Quick Start Guide

Part Number: 30-394FB725-004a
Published: July 2026
Edition: 1

Service Pack for ProLiant Quick Start Guide

Abstract

This guide describes the Service Pack for ProLiant (SPP) and how to use it to update firmware, drivers, and system software on HPE ProLiant, HPE BladeSystem, HPE Synergy, and HPE Apollo servers and infrastructure and is intended for individuals who are familiar with configuring Microsoft Windows, Linux, and VMware, and maintaining and deploying server and infrastructure updates.

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Service pack for HPE ProLiant

SPP is a systems software and firmware solution delivered as a single ISO file download. This solution uses SUM as the deployment tool and is tested and supports HPE ProLiant, HPE BladeSystem, HPE Synergy, and HPE Apollo servers and infrastructure.

SPP, along with SUM and iSUT, provides Smart Update system maintenance tools that systematically update HPE ProLiant, HPE BladeSystem, HPE Synergy, and HPE Apollo servers and infrastructure.

SPP can be used in an online mode on a server running Windows, Linux, or VMware vSphere ESXi, or in an offline mode where the server is booted to an operating system included in the ISO file.

The preferred method for downloading an SPP is using the SPP Custom Download at **https://www.hpe.com/servers/spp/custom**.

More information

Downloading the SPP

SPP overview videos

For a broad overview of SPP terminologies and its ecosystem, watch the following videos:

Video title	Links
Getting Started with SPP	**HPE Resource Library**
	YouTube
Custom SPP	**HPE Resource Library**
	YouTube
Service Pack for ProLiant documentation and Customer Advisories	**HPE Resource Library**
	YouTube
How does HPE OneView use HPE Service Pack for ProLiant?	**HPE Resource Library**
	YouTube
How does HPE GreenLake for Compute Ops Management use HPE Service Pack for ProLiant?	**HPE Resource Library**
	YouTube

SPP release versions

SPP versions are released with most major server releases and support other Hewlett Packard Enterprise software product releases. To reduce the frequency of server updates, specifically for older server generations, HPE releases the following two types of SPPs:

1. A single "Production SPP" with support for the "production server generations."
2. Multiple generation specific "Post-Production SPPs" with support for one specific "post-production server generation." For example, Gen8 only Post-Production SPP contains the firmware and drivers for Gen8 only.

For more information, see the **Service pack for HPE ProLiant (SPP) support policy**.

For the current and earlier SPP versions, see **SPP download page**.

For information about a specific SPP or SPP supplement, see its **release notes** on the SPP Information Library.

SPP custom downloads

The SPP Custom Download site allows you to download a full SPP, a base SPP, or a custom SPP.

- Base SPP: Contains all components delivered on the original SPP release date.
- Full SPP: Contains the driver and firmware components from the "Base SPP ISO" plus all Hot Fixes, OS Supplements, and MSBs.
- Custom SPP: SPP Custom Download is an online service for filtering and downloading the SPP. It allows you to:
    - Customize the SPP download for your environment.
    - Reduce the size of the download file.
    - Select filters for components.
    - Add SPP Supplements.

To create a custom bootable ISO for offline, be sure to select:

- The **Bootable ISO** option.

- All Linux operating systems if you filter the operating systems.

> **NOTE**
> Offline mode only deploys firmware updates.

More information

Downloading an SPP custom download

Production and post-production SPPs

Production SPPs

The production server generations (latest and one back) are the server generations where HPE is adding support for new technology, features, options, and new major OS/hypervisor versions. All which involve adding new functionality to or changing existing functionality in the firmware, drivers, and system software and releasing updated versions.

Firmware, drivers, and system software updates for the “production server generations” may include bug fixes, security updates, plus new features, functionality, and new OS/hypervisor version support and require more frequent updates and testing.

Post-production SPPs

The post-production server generations (two or more generations back) are the server generations where HPE is no longer adding support for new technology, features, options, and new major OS/hypervisor versions. When a server generation is in post-production, modifications to the firmware, drivers, and system software for that server generation is limited to bug fixes and security updates.

Smart Component updates during the post-production phase of a server generation are less frequent and are only released to resolve an issue.

For the post-production server generations, HPE freezes the Smart Component versions for the server generation and releases a "Post-Production SPP" for that server generation. Updates for the Smart Component 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 issues, Hewlett Packard Enterprise 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-productions 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.

Which SPP should I use?

Table 1.

Server generation	Gen11	Gen10/Gen10 Plus	Gen9	Gen8 and older
SPP classification	Production	Production	Post-Production	Post-Production
Entitlement required	No	No	No	No
Login required	Yes	Yes	Yes	Yes
New major OS support	✓	✓	X	X
New device support	✓	✓	X	X
New functionality	✓	✓	X	X
Bug fixes	✓	✓	✓	✓
Security Updates	✓	✓	✓	✓
Component update path testing	18 months	18 months	Through the end-of-server support	Through the end-of-server support

SPP Supplements

An SPP Supplement is a bundle containing software and/or firmware components. SPP supplements provide support for functionality that is required outside a normal SPP release cycle. Supplements allow Hewlett Packard Enterprise to deliver support when it is needed so customers do not have to wait for the next SPP. For more information on the SPP support policy, see **Service pack for HPE ProLiant support policy**.

Supplement release notes include information on the components in the bundle.

Download supplements for each SPP from the **SPP download page**.

Linux components are also available on the **Software Delivery Repository (SDR)**.

The release notes are on the **SPP Information Library**.

You can download the latest version of SUM at the **SUM download page**.

Deployment modes

You can update server firmware in online or offline mode. For more information about deployment modes, see **Smart Update Manager User Guide**.

Operating system support

SPP releases contain a version of SUM that can deploy the updates contained in the SPP. You can run SUM on supported versions of Windows, Red Hat Enterprise Linux, and SuSE Linux Enterprise Server. For details on the version and system requirements, see the **Smart Update Manager Release Notes**.

For SPP system requirements, prerequisites, and supported operating systems, servers, and devices, see the SPP release notes or the server support guide on the **SPP Information Library**.

For more information on operating systems and virtualization software support for HPE ProLiant servers, see the **OS support site**.

For information on using the SPP to update VMware systems, see the VMware: Best Practices for maintaining firmware, drivers, and system software using the SPP and the SDR in the **SPP Information Library**.

Downloading the SPP

Prerequisites

- Valid HPE OKTA/IAM user credentials
- An active warranty or HPE support agreement for the target product

> **NOTE**
>
> Access to SPP downloads is validated through the HPE Support Center

Procedure

1. Open a web browser.
2. Navigate to the following URL:

https://www.hpe.com/servers/spp/download

> **NOTE**
>
> Access to the SPP is subject to validation via the HPE Support Center. You must have an active warranty or HPE support agreement to download the SPP. For more information, see the **Service pack for HPE ProLiant (SPP) server support policy**.

3. Select the required SPP file.
4. If prompted, enter your HPE Support Center credentials to validate entitlement.
5. Save the file to a directory on your system.

Results

The selected SPP file is downloaded and available in the specified directory on your system.

Downloading an SPP custom download

Prerequisites

- Valid HPE OKTA/IAM user credentials
- An active warranty or HPE support agreement for the target product

> **NOTE**
>
> Access to SPP downloads is validated through the HPE Support Center

About this task

Use this procedure to access and download a custom Service pack for HPE ProLiant (SPP) from the SPP custom download page. Access requires entitlement validation through the HPE Support Center.

For help with the SPP Custom Download page, see the **https://spp.hpe.com/custom**.

Procedure

1. Open a web browser.
2. Navigate to the following URL:

https://spp.hpe.com/custom

> **NOTE**
>
> Access to the SPP is subject to validation via the HPE Support Center. You must have an active warranty or HPE support agreement to download the SPP. For more information, see the **Service pack for HPE ProLiant (SPP) server support policy**.

3. If prompted, click **Sign in here**, and then enter your HPE OKTA/IAM user credentials.
4. Complete the entitlement validation through the HPE Support Center.
5. From the left pane, select the required SPP.
6. Perform one of the following actions:
   - Create a custom SPP
   - Download an available file
   - Delete a custom SPP (default SPPs cannot be deleted)

Results

You can create, download, or manage custom SPP files from the SPP custom download page.

Before deploying updates

Before deploying updates to business-critical servers or servers in a complex or distributed environment

- Minimize downtime by developing an update plan.
- Be sure that a recent backup of the system is available.

For additional information, see the best practices guide available at **https://www.hpe.com/info/sum-docs**.

Using SUM to deploy an SPP

Determine whether you want to use online or offline mode to initiate deployment to your targets using the SPP:

- In online mode, SUM runs on the Windows or Linux operating system the host server uses.

- In offline mode, the server boots to a small Linux boot environment contained on the SPP ISO image. This operating system can run the version of SUM contained on the ISO. Offline mode allows you to deploy firmware Linux components.
    - In offline automatic mode, SUM deploys components without your interaction.
    - In offline interactive mode, onscreen instructions guide you to update components.

For more information on deployment modes, see the Smart Update Manager User Guide at **https://www.hpe.com/info/sum-docs**.

Subtopics

Prerequisites for deploying SPP components
Initiating online deployment
Initiating offline deployment

Prerequisites for deploying SPP components

For SPP prerequisites, see the release notes in the SPP Information Library at **https://www.hpe.com/info/spp/documentation**.

For SUM prerequisites, see the Smart Update Manager release notes at **https://www.hpe.com/info/sum-docs**.

Initiating online deployment

About this task



NOTE

The EULA files are located in the EULA directory of the ISO image. You can view them in supported web browsers.

Procedure

1. Copy the SPP to a USB thumb drive, hard drive, or file system.
2. Launch SUM from the root of the ISO:
    a. `launch_sum.bat`

    (Windows)

b. `./launch_sum.sh`

(Linux)

Results

TIP

If you are updating only firmware or software, you can use the following commands from the command line to update servers:

- `smartupdate /s /romonly` —With this attribute, SUM only deploys firmware components needed for installation.
- `smartupdate /s /softwareonly` —With this attribute, SUM only deploys software components needed for installation.

NOTE

These examples are for Windows systems. If you are using a Linux system, replace the `/` with `--`. For example, `smartupdate --s --softwareonly`.

More information

Using the USB Key Utility
Prerequisites
Creating a bootable USB key
Adding content to a bootable USB key

Initiating offline deployment

Procedure

1. Copy the SPP to a USB thumb drive, hard drive, or file system. When using a USB thumb drive, the ISO must be bootable.

   > **NOTE**
   >
   > You can also use iLO Virtual Media to boot the SPP. However, this method is comparatively slow. For more information, see the Smart Update Manager User Guide at **www.hpe.com/info/sum-docs**.

2. Boot the server so it launches the operating system on the SPP ISO.
3. Select either **automatic** mode or **interactive** mode:
   a. If you select automatic mode, the firmware will be updated on the server automatically without further interaction.
   b. If you select interactive mode, follow the instructions on the screen.
4. Use SUM to deploy updates to the server. For more information on using SUM, see the user guide available at **https://www.hpe.com/info/sum-docs**.

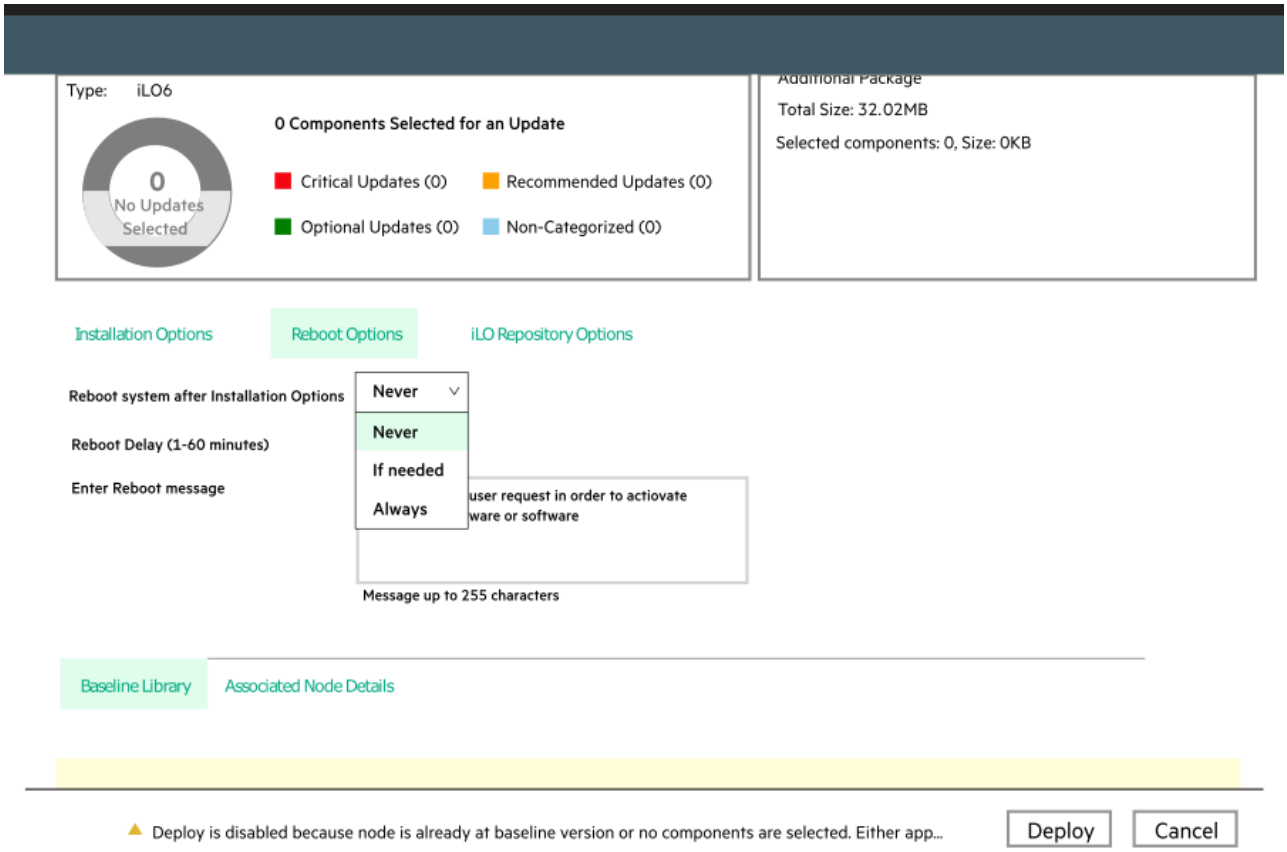
More information

Using the USB Key Utility
Prerequisites
Creating a bootable USB key
Adding content to a bootable USB key

Features of prerequisite installation while deploying updates

- Sometimes, to flash the wanted or most recent version, a few Firmware in SPP requires the minimum firmware version be updated and active.
- These minimum version firmware components are carried by SPP as part of the `Prerequisite` folder.
- SUM installs any prerequisites that could be required before flashing the actual firmware version, when upgrading the firmware.

- If you choose **Always** or **IfNeeded** under the **Reboot options**, SUM internally handles the prerequisite components and updates the firmware to the preferred or most recent version based on the selected SPP baseline in a single run.
- If you choose **Never** under the **Reboot options**, SUM must be run twice to update the firmware to the wanted or most recent version based on the specified SPP baseline.
-



Other methods for deploying an SPP

You can also deploy an SPP with the following tools:

- HPE SIM: For information on deploying SPP updates over HPE SIM, see **https://www.hpe.com/info/insightmanagement/sim/docs**.
- HPE OneView: If HPE OneView manages the server, use HPE OneView to update the server. For more information, see **https://www.hpe.com/info/oneview/docs**.

- iLO Repository: For information on deploying SPP updates using HPE iLO 5, see the Smart Update Manager User Guide at **www.hpe.com/info/sum-docs**.

About staging an SPP

After downloading the SPP, stage it for update and deployment. Select the staging method best adapted to your deployment processes.

> **NOTE**
>
> If you save the ProLiant component configuration settings, make sure that the default directory is not read-only. You can also use SUM to configure component settings and save them to another directory.

- **Creating a bootable USB key**—Extracting the ISO to a bootable USB key is the easiest way to make the SPP available when you have physical access to a single or small number of servers. The USB key is writable, so it is suitable for all SPP components.
  - Windows—Use the USB Key Utility included in the SPP.
  - Linux—Use SYSLINUX.

  > **IMPORTANT**
  >
  > When using OA EFM (Enclosure Firmware Management), copy the SPP to the USB key directly, leaving it in its ISO package. The maximum ISO size is 4 GB. If the ISO is too large, use SUM to create a custom ISO.

- **Mounting the ISO**—Mounting the ISO from the local file system is the easiest way to deploy components from the SPP if you have network access to a target server with a running operating system. For instructions, see Mounting an ISO.
- **Copying the SPP to a hard drive**—Copying the ISO to a hard drive is useful when preparing the SPP to update remote servers. The hard drive is writable, so it is suitable for all SPP components.

More information

Using the USB Key Utility
Prerequisites
Creating a bootable USB key
Adding content to a bootable USB key

Mounting an ISO

About this task

You can access the ISO contents directly by mounting the ISO file.

Procedure

1. Mount the ISO so your server can access the files.
2. Open the top folder of the mounted directory.
3. To run SUM, double-click `launch_sum.bat` (Windows) or execute `./launch_sum.sh` in a terminal window (Linux).

> **NOTE**
>
> You can also mount the ISO and then copy the files from the ISO to a hard drive. After you copy the files, you can launch SUM from the directory path in the copied location in the hard drive. In this case, the SPP from which SUM was launched is added as a baseline by default.
>
> You can add another SPP to the current SUM instance as a baseline by providing the path to the mounted location or extracted location.

Adding or removing components from an SPP

Specific procedure information is available in the SUM Best Practices implementation guide at **https://www.hpe.com/info/spp/documentation**.

You can add or remove components from the SPP to:

- Incorporate a Hot Fix or newly released component that is not part of the SPP into your SPP baseline.

> **NOTE**
>
> In this case, add or remove the components from SPP before launching SUM. When you add a component or Hot Fix to SPP, SUM identifies it as an additional package. You must then select both the SPP and the additional package as the baseline for the node.
>
> You can also create a custom baseline using both the SPP and additional package to create a single baseline ISO with the Hot Fix.

- Ensure that only necessary files are loaded onto the system, which can make tracking changes easier if troubleshooting is required.
- Maintain compatibility with third-party products. For example, if Hewlett Packard Enterprise releases an update to your FC HBA, but the vendor of your external switch does not support the version, you can remove this update to continue to receive support from the switch vendor.

SPP usage scenarios

This chapter contains high-level procedures that illustrate typical uses of the SPP. Leverage these scenarios to learn about the SPP, adapt your installation and update procedures to use the SPP, or evaluate the SPP for use in your environment.



NOTE

It is important to note that features, functions, and sometimes the interface will differ between versions of SUM included in the SPP release. Scenarios may not match your environment. See detailed procedures for each SUM version at **https://www.hpe.com/info/spp/documentation**.

Subtopics

Updating a server firmware with a bootable SPP ISO
Updating local and remote server firmware from a local system
Updating firmware on HPE Synergy
Updating a Windows/Linux server online with a script

Updating a server firmware with a bootable SPP ISO

About this task

This scenario updates the server firmware using the bootable method, which updates firmware identified by the SUM pre-installation environment. It is a good method for installing or updating a system without an operating system.



NOTE

The Gen12 2025.03.00.00 and later version of Service pack for HPE ProLiant does not include a boot environment and hence Offline mode of update through booting the SPP ISO is not supported.

Procedure

1. Download the SPP ISO.
2. Determine the target system and connect through iLO.
    a. Connect to the target system's console.
    b. Connect the bootable SPP ISO to the iLO virtual media.
3. Boot the server to the ISO.
4. When the server boots to the pre-installation environment, select automatic or interactive mode. If you select interactive mode, the SUM GUI launches. If you select automatic mode, then SUM deploys updates without user input.
5. In interactive mode, do the following:
    a. SUM scans the SPP repository.
    b. SUM scans the local machine for outdated firmware components.
    c. SUM provides a report of available firmware components against the installed firmware components.
    d. SUM identifies dependencies and updates the firmware.
6. For more information, see the Smart Update Manager User Guide available at **https://www.hpe.com/info/sum-docs**.

Updating local and remote server firmware from a local system

About this task

This method updates the local host server and remote servers. Launch SUM from a local system, use SUM to add baseline and servers, inventory the servers, and then deploy updates. This process does not require rebooting an online server. This type of update is typically used to update infrastructure firmware. However, to activate certain firmware or drivers, a system reboot may be required. SUM provides the option to set the reboot option before deploy. You can use this option or schedule based on the planned downtimes.

Procedure

1. Download the complete SPP ISO.

2. Unpack the ISO to a local directory or share, or mount the ISO to a local virtual drive.

> **NOTE**
>
> SUM can be run directly from the mount point. However, it is copied to the file system before it is run. The components are not copied, but are retrieved from the mount point.

3. In the root directory, double-click `launch_sum.bat` (Windows) or use `./launch_sum.sh` (Linux) from the terminal from the same location, and then follow the onscreen instructions.
4. The previous step launches SUM and adds SPP ISO as a baseline. After SUM finishes the baseline inventory, go to the next step. For more information, see the Smart Update Manager User Guide available at **https://www.hpe.com/info/sum-docs**.
5. In SUM, click **Add Node** on the Nodes screen, and then fill in the information for the server.

   Gen10 servers display the iLO 5 information and include install sets, actions to manage the iLO 5, and deploy saved install sets from the iLO repository.
6. Click **Actions > Inventory**.
7. After SUM finishes the inventory process, if there are updates available for your server, click **Actions > Review/Deploy**.
8. SUM automatically selects updates. Select or clear updates that you want to apply or not apply.
9. Click **Deploy** to begin deployment.

Updating firmware on HPE Synergy

SPP enables you to update firmware on your HPE Synergy. The HPE Synergy Custom SPP is a subset of the full SPP that is contoured for HPE Synergy and includes all Hot Fixes that apply to the HPE Synergy solution. You can apply HPE Synergy Custom SPPs as baselines to enclosures, interconnects, and server profiles, establishing a desired version for firmware and drivers across devices.

Hewlett Packard Enterprise recommends using the HPE Synergy Custom SPP from the appropriate Software Release at **https://www.hpe.com/downloads/synergy**. For details on updating HPE Synergy firmware, see

HPE OneView for Synergy Documentation Quick Links and Best Practices for HPE Synergy Firmware and Driver Updates at **https://www.hpe.com/info/synergy-docs**.

> **NOTE**
>
> Updates are supported through server profiles in HPE OneView running on Synergy.

Updating a Windows/Linux server online with a script

About this task

This method updates all the software components for an online Windows or Linux server in a scripted method using an input file. However, to update software components for a Windows server, SUM must be launched from a Windows server. The scripting input files are similar for both the Windows and Linux environments.

For Gen10 servers, you can add parameters that allow you to save install sets on the iLO Repository.

Procedure

1. Download the bootable SPP ISO.
2. Unpack or mount the SPP ISO to a local directory or share, or mount the ISO to a local virtual drive to gain access to SUM.
3. Prepare an input file based on the command-line options. For example:

   ```
   REBOOTALLOWED = YES
   REBOOTREQUIRED = YES
   REBOOTDELAY = 15
   BUNDLESLIST = bp001190.xml
   SAVEINSTALLSET = YES
   ```

4. For SUM command-line options, see the Smart Update Manager 8.5.0 CLI and Interactive CLI Guide available at **https://www.hpe.com/info/sum-docs**.
5. Initiate SUM with the input file:

   `./smartupdate --s --softwareonly --inputfile <full path of input file name>`

   The `softwareonly` switch tells SUM to update software components, such as drivers and agents.
6. Provide the full file path to the input file. For more information, see the Smart Update Manager 8.5.0 CLI and Interactive CLI Guide available at **https://www.hpe.com/info/sum-docs**.

Linking contracts or warranties to your HPE support center user profile

Link an active contract or warranty that covers your server to your HPE Support Center user profile to gain access to HPE downloads, knowledge, and tools like the Service pack for ProLiant (SPP).

For more information, see **https://myenterpriselicense.hpe.com/cwp-ui/quickstart** and search for How to add a contract to your HPE Account Profile in the Quick Start Guide and follow the instructions provided.

Determining the SPP version

Procedure

Add the SPP as a baseline to the Baseline Library in SUM. SUM displays the version of the SPP.



NOTE

The SPP version is also present in the file name.

For more information, see Adding a baseline section in the **Smart Update Manager User Guide**.

Server updates through iLO repository

Gen10/iLO 5 and later servers allow you to update the servers in two ways:

- Deploy updates through the operating system with SUM.
- Deploy updates through the iLO 5. SUM loads the updates to the iLO 5. Integrated Smart Update Tools (iSUT) deploys the updates based on the iSUT mode.

  It requires:

  - iSUT 2.0.0.0 or later

- AMS management tools

> **NOTE**
>
> - For Windows Server 2022, you must install AMS version 2.50.
> - If you are using iLO 5 2.95 or later and iLO 6 1.50 or later, disable the Two-Factor Authentication (TFA) mode, as SUM does not currently support this mode.

For more information about iSUT, see **www.hpe.com/info/isut-docs**.

Subtopics

iLO Repository
Install sets
System recovery set
iLO 5 and above security states

iLO Repository

The iLO Repository is a secure storage area in the nonvolatile flash memory embedded on the system board. The nonvolatile flash memory is 4 gigabytes in size and is called the iLO NAND. Use SUM or iLO to manage signed software and firmware components in the iLO Repository.

iLO, the UEFI BIOS, SUM, and other client software can retrieve these components and apply them to supported servers. Use SUM to organize the stored components into install sets and SUM or iLO to manage the installation queue.

To learn more about how iLO, SUM, and the BIOS software work together to manage software and firmware, see the **SUM documentation**.

Install sets

An install set is a group of components that can be applied to supported servers with a single command. SUM determines what to install on a server and creates an install set that is copied to iLO. You can view existing install sets on the **Install Sets** page in the iLO web interface.

Saving an install set when you deploy from SUM keeps all the components on the iLO system for later use. For example, you could use the saved components to restore or roll back a component version without needing to find the original SPP.

To learn more about how iLO, SUM, and the BIOS software work together to manage software and firmware, see the **SUM documentation**.

System recovery set

By default, a System Recovery Set is included with every server. User accounts with the **Recovery Set** privilege can configure this install set. Only one System Recovery Set can exist at a time.

The following firmware components are included in the default System Recovery Set for Intel servers:

- System ROM (BIOS)
- iLO firmware
- System Programmable Logic Device (CPLD)
- Innovation Engine (IE)
- Server Platform Services (SPS) Firmware
- Server Platform Services IE Full Recovery Image
- Server Platform Services Full Recovery Image

The following firmware components are included in the default System Recovery Set for AMD servers:

- System ROM (BIOS)
- iLO firmware
- System Programmable Logic Device (CPLD)

If the default System Recovery Set is deleted:

- A user with the **Recovery Set** privilege can use the RESTful API and the RESTful Interface Tool to create a System Recovery Set from components stored in the iLO Repository.
- A user with the **Recovery Set** privilege can use SUM to create an install set, and then designate it as the System Recovery Set by using the RESTful API.

  For instructions, see the **SUM documentation**.

iLO 5 and above security states

When you add a Gen10 or above node to SUM, communication between the iLO and the host operating system occurs over the CHIF interface. Depending on the iLO security state, the communication operates in the following modes:

Normal mode (Production mode)

In normal mode, communication is not encrypted.

Secure mode

In secure mode (High security and FIPS), communication between the iLO and host operating system is encrypted, authorized, and authenticated.



NOTE

Gen10 or above servers configured in the CNSA SuiteB state cannot be added to and managed by SUM

Provide iLO administrator credentials for SUM to perform scouting, inventory, or deployment updates to an iLO in secure mode.

For more information about Gen10 server security modes, see the HPE Gen10 Security Reference Guide at **https://www.hpe.com/info/sum-docs**.

Installing only firmware or software components

About this task

You can use SUM to deploy firmware or software components separately.

In GUI mode, create a custom baseline that includes only firmware or software components.

In CLI mode, use the following commands:

Procedure

1. `smartupdate/s /romonly`

   With this filter switch, SUM only deploys firmware components needed for installation.

2. `smartupdate /s /softwareonly`

With this filter switch, SUM only deploys software components needed for installation.



NOTE

These commands are for Windows. If you want to deploy updates from a Linux node, replace the `/` with `--`. For example:

```
smartupdate--s --softwareonly
```

Results



NOTE

For more information on using SUM, see the Smart Update Manager CLI Guide.

Updating a chassis with SUM

Procedure

SUM performs dependency checking on targets, which ensures that all dependencies are met before an update begins. The SUM discovery process also detects the required updates for targets and allows SUM to perform updates in the correct order.

Deploying an SPP silently

Procedure

The SUM CLI and input file modes each have a `/s` parameter. In offline mode, use the automatic mode to install firmware. For more information on using these modes, see the Smart Update Manager CLI User Guide.

Upgrading an entire c7000 enclosure and all its components

SUM updates all server firmware in online mode. SUM updates the OA through the OA interface, not through the NIC interface. The SPP provides the firmware versions used to update the server firmware.

In online mode, you can add the OA node. While adding the node, if you choose to automatically add associated nodes, the associated HPE iLO and HPE Virtual Connect nodes are added to the SUM session

(only in GUI mode) during node inventory of OA. As part of the inventory of the iLO nodes, the associated server nodes are added (only for iLO 4/Gen9) if AMS is running.

On the OA deploy page, you can select the associated HPE iLO and HPE Virtual Connect for update. On selecting these nodes, SUM first updates OA and then updates the rest of the nodes.



NOTE

Server nodes added as associated nodes to iLO must be updated separately.

In addition, you can update enclosure firmware through OA Enclosure Firmware Management. You can create a bootable USB key by using a custom baseline that is created using the Enclosure Firmware Management filter. The USB key must be attached to the OA. You can then select the server bays that need update. Offline updates will be performed on these bays (excluding iLO firmware).

Updating the update enclosure order

The update order depends on whether an operating system is already installed and the VC firmware version.

With VC firmware earlier than 1.34, OA and the blades can be updated concurrently.

With VC firmware 1.34 through 4.80:

- Without an operating system, update the blade infrastructure firmware (OA or VC) first and then the blades (offline).
- With an operating system, update the OA first, and then update the associated VC and ILOs.

Using the USB Key Utility

The USB Key Utility is a Windows application that copies Intelligent Provisioning or SPP contents, and other CD or DVD images to a USB flash drive. After copying data to the USB flash drive, you can run Intelligent Provisioning or SPP from the USB flash drive instead of from a CD or DVD. This process is beneficial in headless-server operations. It also simplifies the storage, transportation, and usage of the contents by allowing you to retrieve their images from the web and customize them as needed.

Installing the utility adds a shortcut in System Tools in the Programs Start menu folder.

Features

The USB Key Utility supports:

- ISO files larger than 1 GB.
- Quick Formatting on USB flash drives.

- USB flash drives up to a maximum of 32 GB. USB flash drives larger than 32 GB are not displayed in the utility.

Subtopics

Prerequisites
Creating a bootable USB key
Adding content to a bootable USB key

Generating and viewing reports

You can generate an HTML, XML, or CSV report file detailing the repository contents, target firmware, target install details, and failed dependencies. You can view the HTML and XML files in a web browser, such as Microsoft Internet Explorer. The reports support `JavaScript-enabled` web browsers Internet Explorer 11, Mozilla Firefox version 54.0 ESR (Linux), and version 18 (Windows) or later, and Chrome version 24 or later. The XML reports also allowing you to write programs to extract report information and display it at other locations.

SUM also generates the Installed report and Combined reports. The Installed report details the content deployed during a session. The Combined report includes all the reports in a single file.



NOTE

Not all reports are available on all screens. If a report is not available, SUM colors it gray and it cannot be selected. In addition, the availability of generation reports depends on the node state. For example, if a node is in the ready to deploy state, you cannot generate an Installed report.

For a listing of known limitations, see the SPP release notes for your environment on the SPP Information Library at **https://www.hpe.com/info/spp/documentation**.



NOTE

Due to differences between versions for gathering logs and generating reports, see the SUM product documentation for your particular environment on the SPP Information Library.

Collecting log files in SUM online mode

Procedure

1. Open the `/packages` directory that contains SUM and then launch `gatherlogs.bat` (Windows) or `gatherlogs.sh` (Linux).
2. Use the command `gatherlogs -s` to run the logs without a pause.

Collecting log files in SUM offline mode

Procedure

1. Boot an SPP or SUM in offline mode.
2. Launch the log collection utility from the SUM GUI by pressing **CTRL+ALT+D+B+G**.
3. Select a directory where you want to save the logs. You can save the logs to a removable media to view them on another computer.

SUM log locations

- SUM log
  - Windows location: `C:\cpqsystem\sum\log\<ip>\sum_log.txt`
  - Linux location: `/var/log/sum/<ip>/sum_log.txt`
  - Top-level user log for the node at the given IP address.
  - Multiple sessions of SUM are included in the same log file.
  - Includes the summary of steps performed and components installed on the system.
  - Includes return codes for the node.
- SUM detail log
  - Windows location: `C:\cpqsystem\sum\log\<ip>\sum_detail_log.txt`
  - Linux location: `/var/log/sum/<ip>/sum_detail_log.txt`

    - Detailed level user log for node at the IP address.
    - Multiple sessions of SUM are included in the same log file.
    - Includes full output from each component run on the node.
    - Includes return codes for each component and that node.
- SUM install details XML file
    - Windows location: `C:\cpqsystem\sum\log\<ip>\SUM_InstallDetails.xml`
    - Linux location: `/var/log/sum/<ip>/SUM_InstallDetails.xml`
    - XML version of status for user of the last installation.
    - Includes overall status details.
    - Includes details for each component installed.
- SUM execution details XML file
    - Windows location: `C:\cpqsystem\sum\log\SUM_ExecutionDetails.xml`
    - Linux location: `/var/log/sum/<ip>/SUM_ExecutionDetails.xml`
    - Includes details of the baseline and nodes added and operations performed during a session.
    - The file is not specific to any node but common for a SUM session
    - If SUM is restarted, a new file is created with a date-time stamp, which contains only the information from the new session.
- `cpqsetup` log
    - Windows location: `C:\cpqsystem\log\cqpsetup.log`
    - Linux location: `/var/log/sum/Component.log`
    - Includes details of each component self-discovery and installation deployed.
- Other logs created by individual components
    - Windows location: `C:\cpqsystem\log\*.log`
    - Linux location: `/var/cpq/*.log`
    - `Flash.debug.log`
    - `Verbose.log`
    - `Cpxxxxxx.log`

SPP does not work when copied to USB keys

Symptom

SPP does not launch from a USB key.

Action

Format a USB key as `ext2` or `ext3`, or create a custom baseline and create a custom SPP ISO image that is smaller than 4 GB.

Downloading Active Health System data

About this task

HPE Support uses the Active Health System (AHS) log file for problem resolution.

The high-level steps for submitting a case are:

1. Download an AHS Log from the server experiencing a support issue using the following procedure.
2. Upload the AHS Log to the Active Health System Viewer (). See Uploading an AHS log to AHVS.
3. Review the Fault Detection Analytics for any self-repair actions/recommendations. See the AHSV User Guide for more information.
4. Create a support case using the AHSV Navigation menu. See the AHSV User Guide for more information.

Use the **Active Health System download** screen to download AHS telemetry data from the server onto a USB key. The log files are saved with an `.ahs` extension. Use this screen to select the duration for which data needs to be extracted and the USB key as the destination media.

If connected through iLO, locally connected USB keys shared through virtual devices can also be used for saving AHS log information.

Using the Intelligent Provisioning Active Health System Download option

Procedure

1. Insert a USB key into the server.
2. Press the **F10** key to boot to Intelligent Provisioning during server boot.
3. Click **Active Health System download** from the Intelligent Provisioning Maintenance screen.

4. In the **Active Health System download** screen, select the USB key from the drop-down list.

> **NOTE**
>
> If you inserted the USB key after launching Active Health System Download, click **Rescan**.

5. Select the duration of data retrieval from the menu. Hewlett Packard Enterprise recommends retrieving seven days of data, which creates a 10 MB to 15 MB file.
6. Enter contact information (optional) in the form provided. The contact information helps customer services to provide better assistance.
7. Click **Download** to save the data to the USB key.

Results

Once the data has been downloaded, upload it to the Active Health System Viewer. See Uploading an AHS log to AHVS for information about uploading AHS logs.

Subtopics

Logging in to the Active Health System viewer
Uploading an AHS log to AHSV

Logging in to the Active Health System viewer

Procedure

1. To access the AHSV webpage, go to **https://www.hpe.com/servers/ahsv** in a supported browser. Supported browsers include:
   - Chrome v51 or later
   - Firefox v46 or later

2. Enter your **User ID** (email address) and **Password**, and then click **Sign In**.

> **NOTE**
>
> To log in using an HPE Passport account, or to create an HPE Passport account, go to **https://www.hpe.com/info/insightonline**. In most cases, your HPE Passport account is the same as the email address you used during the HPE Passport account registration process. If you changed your user ID in the Hewlett Packard Enterprise Support Center, be sure to log in with your user ID and not your email address.

> **NOTE**
>
> To have the system remember your log in credentials, select **Remember Me** before clicking **Sign In**.

Uploading an AHS log to AHSV

Prerequisites

> **IMPORTANT**
>
> The server from which the AHS log was created must have a valid warranty. If the server is out of warranty, an error message is displayed: `Server is not Entitled. Check these options for renewing your license.` The options include:
>
> - Buy more licenses.
> - Find partner for license purchase.
> - Contact HPE Support.

About this task

The maximum file size limit is 250 MB. For logs that are larger than 250 MB, contact the HPE Support Center for assistance.

Perform this task in AHSV.

Procedure

1. Select **Upload AHS Log**.
2. Navigate to your log file, and then click **Open**.

   A window is displayed that shows parsing and log loading states. As the AHS log loads, the screen displays the estimated time of completion.

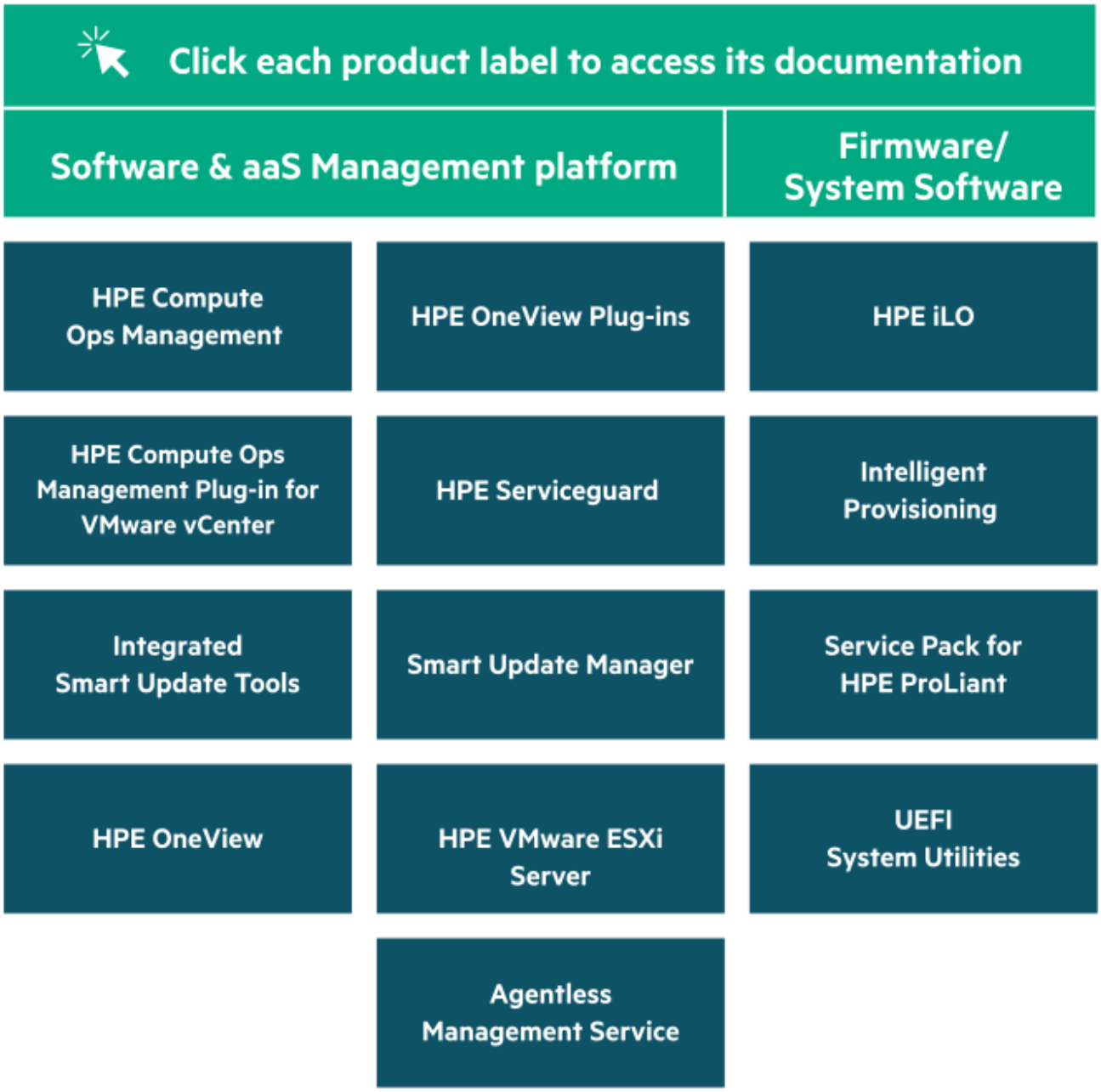
   > **TIP**
   >
   > This window also displays videos for different platforms. You can search and play different videos while you are waiting for the log file to load.

   To cancel the load process, click **Cancel**.

HPE Compute Software and Firmware Product Documentation Quick Links

This infographic provides quick links for documentation for the listed HPE products. It offers easy access to documentation that helps you to understand, implement, and troubleshoot your products.

Each product-specific section lists the current version, the earlier two major versions, and their revisions.



Navigating the Hewlett Packard Enterprise Support Center

- **Navigation and workspace**
- **Search and product knowledge**

Subtopics

Service pack for HPE ProLiant Quick links
This page is a comprehensive list of all the documents for Service pack for HPE ProLiant. It provides quick links to the recent versions of each document.

Service pack for HPE ProLiant Quick links

This page is a comprehensive list of all the documents for Service pack for HPE ProLiant. It provides quick links to the recent versions of each document.

Documents	Gen12 Servers	Gen11 Servers	Gen10/Gen10 Plus Servers	Post Production		
Service pack for HPE ProLiant Release Notes (Base SPP)	**Gen12 SPP 2026.05.00.00 Release Notes**	**Gen11 SPP 2026.05.00.00 Release Notes**	**Gen10/Gen10 Plus SPP 2026.05.00.00 Release Notes**	**Gen 9.1**	**Gen 8.1**	**Gen 7.1**
	Gen12 SPP 2026.03.00.00 Release Notes	**Gen11 SPP 2026.03.00.00 Release Notes**	**Gen10/Gen10 Plus SPP 2026.03.00.00 Release Notes**			
	Gen12 SPP 2026.01.00.00 Release Notes	**Gen11 SPP 2026.01.00.00 Release Notes**	**Gen10/Gen10 Plus SPP 2026.01.00.00 Release Notes**			
Service pack for HPE ProLiant Release Notes (Patch Bundle)	NA	**Gen11 Patch Bundle for SPP 2024.04.00.00 July 2024**	**Gen10/Gen10 Plus Patch Bundle for SPP 2024.04.00.00 July 2024**			
		Gen11 Patch Bundle for SPP 2024.04.00.00 June 2024	**Gen10/Gen10 Plus Patch Bundle for SPP 2024.04.00.00 July 2024**			
		Gen11 Patch Bundle for SPP 2023.10.00.00 February 2024	**Gen10/Gen10 Plus Patch Bundle for SPP 2024.04.00.00 June 2024**			
Service pack for HPE ProLiant Content Report	**Gen12 SPP 2026.05.00.00 Contents Report**	**Gen11 SPP 2026.05.00.00 Contents Report**	**Gen10/Gen10 Plus SPP 2026.05.00.00 Contents Report**			

Documents	Gen12 Servers	Gen11 Servers	Gen10/Gen10 Plus Servers	Post Production
	Gen12 SPP 2026.03.00.00 Contents Report	**Gen11 SPP 2026.03.00.00 Contents Report**	**Gen10/Gen10 Plus SPP 2026.03.00.00 Contents Report**	
	Gen12 SPP 2026.01.00.00 Contents Report	**Gen11 SPP 2026.01.00.00 Contents Report**	**Gen10/Gen10 Plus SPP 2026.01.00.00 Contents Report**	
Service pack for HPE ProLiant Server Support Guide	**Gen12 Plus SPP 2026.05.00.00 Server Support Guide**	**Gen11 SPP 2026.05.00.00 Server Support Guide**	**Gen10/Gen10 Plus SPP 2026.05.00.00 Server Support Guide**	
	Gen12 Plus SPP 2026.03.00.00 Server Support Guide	**Gen11 SPP 2026.03.00.00 Server Support Guide**	**Gen10/Gen10 Plus SPP 2026.03.00.00 Server Support Guide**	
	Gen12 Plus SPP 2026.01.00.00 Server Support Guide	**Gen11 SPP 2026.01.01.00 Server Support Guide**	**Gen10/Gen10 Plus SPP 2026.01.00.00 Server Support Guide**	
Service pack for HPE ProLiant Component Release Notes	**Gen12 SPP 2026.05.00.00 Component Release Notes**	**Gen11 SPP 2026.05.00.00 Component Release Notes**	**Gen10/Gen10 Plus SPP 2026.05.00.00 Component Release Notes**	
	Gen12 SPP 2026.03.00.00 Component Release Notes	**Gen11 SPP 2026.03.00.00 Component Release Notes**	**Gen10/Gen10 Plus SPP 2026.03.00.00 Component Release Notes**	
	Gen12 SPP 2026.01.00.00 Component Release Notes	**Gen11 SPP 2026.01.00.00 Component Release Notes**	**Gen10/Gen10 Plus SPP 2026.01.00.00 Component Release Notes**	
Service pack for HPE ProLiant OS Guide	**Service pack for HPE ProLiant** OS Guide			
Smart Update Technology Guide	**Smart Update Technology**			

Documents	Gen12 Servers	Gen11 Servers	Gen10/Gen10 Plus Servers	Post Production
Service pack for HPE ProLiant Quick Start Guide	**Service pack for HPE ProLiant Quick Start Guide**			
Alerts-Customer Advisories	**All Versions**			

Websites

Smart Update Manager	**www.hpe.com/servers/sum**
Smart Update Manager Information Library	**www.hpe.com/info/sum-docs**
Smart Update Tools	**www.hpe.com/servers/sut**
Smart Update Tools Information Library	**www.hpe.com/info/isut-docs**
Service Pack for ProLiant	**www.hpe.com/servers/spp**
Service Pack for ProLiant documentation	**www.hpe.com/info/spp/documentation**
Service Pack for ProLiant downloads	**www.hpe.com/servers/spp/download**
Service Pack for ProLiant custom downloads	**www.hpe.com/servers/spp/custom**
HPE SDR site	**downloads.linux.hpe.com**

For additional websites, see Support and other resources.

Support and other resources

Subtopics

Accessing Hewlett Packard Enterprise Support

Accessing updates
Remote support
Warranty information
Regulatory information
Documentation feedback

Accessing Hewlett Packard Enterprise Support

- For live assistance, go to the Contact Hewlett Packard Enterprise Worldwide website:

  https://www.hpe.com/info/assistance

- To access documentation and support services, go to the Hewlett Packard Enterprise Support Center website:

  https://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

https://www.hpe.com/support/hpesc

My HPE Software Center

https://www.hpe.com/software/hpesoftwarecenter

- To subscribe to eNewsletters and alerts:

  https://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:

  https://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 Account set up with relevant entitlements.

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 initiates a fast and accurate resolution based on the service level of your product. 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.

HPE Get Connected

https://www.hpe.com/services/getconnected

HPE Tech Care Service

https://www.hpe.com/services/techcare

HPE Complete Care Service

https://www.hpe.com/services/completecare

Warranty information

To view the warranty information for your product, see the **warranty check tool**.

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:

https://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:

https://www.hpe.com/info/reach

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

https://www.hpe.com/info/ecodata

For Hewlett Packard Enterprise environmental information, including company programs, product recycling, and energy efficiency, see:

https://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, use the **Feedback** button and icons (at the bottom of an opened document) on the Hewlett Packard Enterprise Support Center portal (**https://www.hpe.com/support/hpesc**) to send any errors, suggestions, or comments. This process captures all document information.