



**Hewlett Packard**  
Enterprise

## **Release Notes P.2.22**

### **Abstract**

This document contains information for the P.2.22 release

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# P.2.22 Release Notes

## Description

This release note covers software versions for the P.2 branch of the software.

Version P.2.1 was the initial release of Major version P.2 software. P.2.1 software was built from the same source as P.1.6. P.2.1 includes all enhancements and fixes in P.1.6 software, plus the additional enhancements and fixes in the P.2.1 enhancements and fixes section of this release note.

Product series supported by this software:

- HPE 1810 8G Switch Series
- HPE 1810 24G Switch Series

## Version history

All released versions are fully supported by Hewlett Packard Enterprise, unless noted in the table.

Version	Release date	Based on	Remarks
P.2.22	2017-04-10	P.2.21	Released, fully supported, and posted on the web.
P.2.21	2016-06-06	P.2.20	Released, fully supported, and posted on the web.
P.2.20	N/A	P.2.19	Never released.
P.2.19	N/A	P.2.18	Never released.
P.2.18	2016-01-06	P.2.17	Released, fully supported, and posted on the web.
P.2.17	N/A	P.2.16	Never released.
P.2.16	2015-02-19	P.2.15	Released, fully supported, and posted on the web.
P.2.15	2014-09-26	P.2.14	Released, fully supported, but not posted on the web.
P.2.14	2014-09-10	P.2.13	Released, fully supported, but not posted on the web.
P.2.13	2014-01-07	P.2.12	Released, fully supported, but not posted on the web.
P.2.12	2013-08-05	P.2.11	Released, fully supported, and posted on the web.
P.2.11	2013-04-03	P.2.10	Released, fully supported, but not posted on the web.

*Table Continued*

Version	Release date	Based on	Remarks
P.2.10	2012-12-07	P.2.9	Released, fully supported, and posted on the web.
P.2.9	2012-09-18	P.2.8	Released, fully supported, but not posted on the web.
P.2.8	2012-04-03	P.2.7	Released, fully supported, but not posted on the web.
P.2.7	2012-01-23	P.2.6	Released, fully supported, but not posted on the web.
P.2.6	2011-12-02	P.2.5	Released, fully supported, but not posted on the web.
P.2.5	2011-07-26	P.2.4	Released, fully supported, but not posted on the web.
P.2.4	2011-07-15	P.2.3	Released, fully supported, but not posted on the web.
P.2.3	2011-02-18	P.2.2	Released, fully supported, but not posted on the web.
P.2.2	2010-11-24	P.1.6	Released, fully supported, and posted on the web.

## Products supported

This release applies to the following product models:

Product number	Description
J9449A	HPE 1810 8G Switch
J9450A	HPE 1810 24G Switch

## Compatibility/interoperability

The switch web agent supports the following web browsers:

Browser	Supported versions
Internet Explorer	<ul style="list-style-type: none"> <li>Edge</li> <li>11</li> </ul>
Chrome	<ul style="list-style-type: none"> <li>53</li> <li>52</li> </ul>

*Table Continued*

Browser	Supported versions
Firefox	<ul style="list-style-type: none"> <li>• 49</li> <li>• 48</li> </ul>
Safari (MacOS only)	<ul style="list-style-type: none"> <li>• 10</li> <li>• 9</li> </ul>

## Enhancements

This section lists enhancements found in the P.2.18 branch of the software. Software enhancements are listed in reverse-chronological order, with the newest at the top of the list. Unless otherwise noted, each software version listed includes all enhancements added in earlier versions.

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### NOTE:

The number that precedes the enhancement description is used for tracking purposes.

---

### Version P.2.22

No enhancements were included in version P.2.22.

### Version P.2.21

No enhancements were included in version P.2.21.

### Version P.2.20

Version P.2.20 was never released.

### Version P.2.19

Version P.2.19 was never released.

### Version P.2.18

No enhancements were included in version P.2.18.

### Version P.2.17

Version P.2.17 was never released.

### Version P.2.16

No enhancements were included in version P.2.16.

### Version P.2.15

No enhancements were included in version P.2.15.

### Version P.2.14

No enhancements were included in version P.2.14.



## **Version P.2.13**

No enhancements were included in version P.2.13.

## **Version P.2.12**

No enhancements were included in version P.2.12.

## **Version P.2.11**

No enhancements were included in version P.2.11.

## **Version P.2.10**

No enhancements were included in version P.2.10.

## **Version P.2.9**

No enhancements were included in version P.2.9.

## **Version P.2.8**

No enhancements were included in version P.2.8.

## **Version P.2.7**

No enhancements were included in version P.2.7.

## **Version P.2.6**

No enhancements were included in version P.2.6.

## **Version P.2.5**

No enhancements were included in version P.2.5.

## **Version P.2.4**

No enhancements were included in version P.2.4.

## **Version P.2.3**

No enhancements were included in version P.2.3.

## **Version P.2.2**

No enhancements were included in version P.2.2.

## **Version P.2.1**

No enhancements were included in version P.2.1.

## **Fixes**

Software fixes are listed in reverse-chronological order, from newest to oldest software version. Unless otherwise noted, each software version listed below includes all the software fixes and enhancements added in previous versions listed below. P.1.6 was the first software version for HPE 1810G switches.

---

**NOTE:**

The number that precedes the fix description is used for tracking purposes.

---

## Version P.2.22

### Trunking

#### **CR\_0000223122**

**Symptom/Scenario:** Unable to permanently delete a Trunk group as the configuration will not be preserved following a reboot.

**Workaround:** Trunk groups may be manually removed from the Trunk configuration webpage.

## Version P.2.21

### Support Links

**CR\_0000200768** Support links were updated to the hpe.com domain.

## Version P.2.20

Version P.2.20 was never released.

## Version P.2.19

Version P.2.19 was never released.

## Version P.2.18

### SSL

**CR\_0000167323** The remote service accepts connections using SSL 2.0 or 3.0, which may suffer from several cryptographic flaws. NIST has determined that SSL v3.0 is no longer acceptable for secure communications between the affected service and clients. As per date of enforcement found in PCI DSS v3.1, any version of SSL will not meet the PCI SSC's definition of 'strong cryptography'.

**Workaround:** Consult the application's documentation to disable SSL 2.0 and 3.0. Use TLS 1.0 or higher instead.

## Version P.2.17

Version P.2.17 was never released.

## Version P.2.16

No fixes were included in version P.2.16.

## Version P.2.15

### Subnet Mask

**CR\_0000158242** The error message when entering an incorrect subnet mask has been fixed. Previously, an error such as `Error! Failed to Set 'Community Name' with <subnet mask IP> was` being displayed instead.

## Trunking

**CR\_0000154885** When saving the configuration, even if the configuration has not changed, a trunk goes down for several seconds.

## Version P.2.14

### Crash

**CR\_0000152728** The switch unexpectedly reboots when being discovered by certain network management software, such as Observium. It occurs when the switch incorrectly processes the SNMP Get of IldpRemSysDesc from the network management software.

### Web Authentication

**CR\_0000153455** A blank default gateway is not allowed (0.0.0.0), resulting in various error messages when saving as either blank or 0.0.0.0.

## Version P.2.13

### Jumbo Frames

**CR\_0000145820** When Jumbo Frames are transmitted over a trunked port, the software increments both the counters `Transmitted Packets without Errors` and `Transmitted Packets with Errors`.

### LLDP

**CR\_0000142692** The switch transmits incorrect LLDP MED TLVs that contain an incorrect VLAN ID, thus causing devices to be assigned to an incorrect or non-existing VLAN. The proper behavior for the switch is not to transmit LLDP MED packets.

### Port Access

**CR\_0000128904** Randomly, a port on the switch might hang. No MAC addresses are registered on the port and both inbound and outbound traffic is no longer forwarded on an affected port. The only recovery method is to reset the switch.

### SNMP

**CR\_0000140101** The software does not create an instance for a trunk for the object `ifInDiscards` (.1.3.6.1.2.1.2.2.1.13). When the object is queried, the log might return the following message:

`UNKN Failed to get counter value.`

When requesting the trunk's instance of the object directly, the software returns the error:

`No Such Instance currently exists at this OID.`

### SNTP

**CR\_0000142367** The switch might stop requesting SNTP updates after it receives a Kiss-of-Death (KoD) packet with an INIT or STEP code. After it receives such a packet, the switch should retransmit using an exponential backoff algorithm if no other NTP server is available, but instead, it stops requesting SNTP updates altogether.

## Version P.2.12

## Event Log

**CR\_0000131240** After each reboot, the switch log includes a message similar to Migrating config file log.cfg from version 1 to 2. A configuration file version mismatch was detected so a configuration file migration has started. With this fix, the message appears only after the first reboot with new software.

## IP Communication

**CR\_0000131152** Some clients connected directly to the switch become unable to communicate on the network. When this happens, the switch log shows Unable to delete FDB entry messages.

## Web Management

**CR\_0000135147** When the switch handles broadcast traffic at rates of 500 packets/second or more, the switch's Web user interface responds very slowly. This issue affects only switch management; network traffic, including broadcast traffic, is switched properly.

## Version P.2.11

### Counters

**CR\_0000126495** Jumbo frames received by the switch are not included in the interface counters.

## Version P.2.10

No fixes were included in version P.2.10.

## Version P.2.9

### Counters

**CR\_0000118897** The SysUptime shows zero after 49.7 days, although the switch does not reboot at 49.7 days.

### MAC Table

**CR\_0000116501** Addresses in the MAC table are displayed with the VLAN prepended in HEX as the first two leading bytes, which is confusing for administrators. For example, 00:01:00:00:85:4E:59:4A.

## Version P.2.8

### ARP

**CR\_0000110978** The switch does not update its ARP cache with information from a gratuitous ARP packet.

### DHCP

**CR\_0000110554** The switch does not get an IP address from the DHCP server when there are two IPs configured in Router options.

## Web Management

**CR\_0000109304** Port configuration for 1000Base-SX SFP on dual-personality ports 23/24 are changed automatically from 1000FDX to AUTO after reboot or power cycle.

**CR\_0000110351** The switch does not save changes to the originally-configured SysLog Host IP address.

## Version P.2.7

### Event Log

**CR\_0000105018** Excessive error messages appear in the log file regarding `avl mac delete` errors similar to the following:

```
200 06 03:33:03 9 is Link Down201 06 03:33:03 avl mac delete error.202 06
03:33:05 9 is Link Up
```

### Switch Hang

**CR\_0000105424** The switch cannot be accessed by the web user interface, and end-user traffic is not forwarded after 2-3 days of system uptime.

## Version P.2.6

### Event Log

**CR\_0000105930** Using the wrong log-level for SNTP messages results in filling up the log with successful NTP sync messages.

### SNMP

**PR\_0000072943, CR\_0000077752** The switch uses incorrect OIDs for `lldpRemChassisIdSubtype`.

## Version P.2.5

### Web Management

**PR\_0000072872** When logging into the switch via the web user interface at the login dialog box, using the **Enter** key does not work; you must click the **login** button.

## Version P.2.4

### SNMP

**PR\_0000070032** SNMP walk on `SNMPv2-SMI::mib-2.17.4.3.1.1` (MAC table) times out at around 380-400 addresses.

**PR\_0000070455** The MIB object `ifStackStatus` (1.3.6.1.2.1.31.1.2.1.3) does not hold the correct value.

### Web Management

**PR\_0000072156** Underscore characters were not allowed in community names.

**PR\_0000072776** It was possible to set the subnet mask to an illegal value of 0.0.0.0.

**PR\_0000072786** Password change did not provide a confirmation.

## Version P.2.3

### DHCP

**PR\_0000065677** Sometimes the switch does not renew a DHCP lease after it expires.

**PR\_0000067398** If the switch is configured for DHCP but cannot reach a DHCP server, the switch reverts to its default IP address of 192.168.2.10/24, and becomes inaccessible on the network. After 60 seconds this configuration is automatically saved, replacing the desired DHCP configuration.

## SNMP

**PR\_0000060097** The switch does allow LLDP information to be accessed via SNMP.

## Version P.2.2

### Loop Protection

**PR\_0000064159** A port that is configured for loop protection and is administratively disabled is wrongly enabled when a device is connected to that port.

## Version P.2.1

## LLDP

**PR\_0000061756** The switch provides incorrect LLDP values to neighbor switches.

## SNMP

**PR\_0000061888** The switch stores incorrect information in the Bridge MIB table.

# Upgrade information

---

### NOTE:

To update from P.1.x (where  $x \leq 19$ ) to P.2.x, you must update to P.1.20 first. Therefore, this is a two-step update:

1. Update P.1.x to P.1.20.
2. Update P.1.20 to P.2.x.

Both these update paths and the path to downgrade from P.2.x to P.1.x are described in this section.

---

## Use Update Manager to Update/Downgrade Switch Software

Update Manager enables a new image or configuration file to be downloaded from a local or network system to the switch. To access this page, click **Maintenance** > **Update Manager** in the navigation pane.

---

### NOTE:

Downloading new software does not change the current switch configuration. The switch configuration is contained in a separate file that can also be uploaded or downloaded (for example, as backup, or for use in another switch of the same model).

---

Update Manager displays different options depending on the transfer protocol, file, or image type selected for an update. In the example in **Figure 1: Update Manager page** on page 15, the inactive (or Backup) image on the switch is being updated with the file named `switchdrv1.stk` from a TFTP server. For example, if the `image1` file is being used as the currently-active image running on the switch, then `image2` is the backup image file to be updated. To check the software version in each image, and to determine which image is currently active, use the **Status** > **Dual Image** screen.

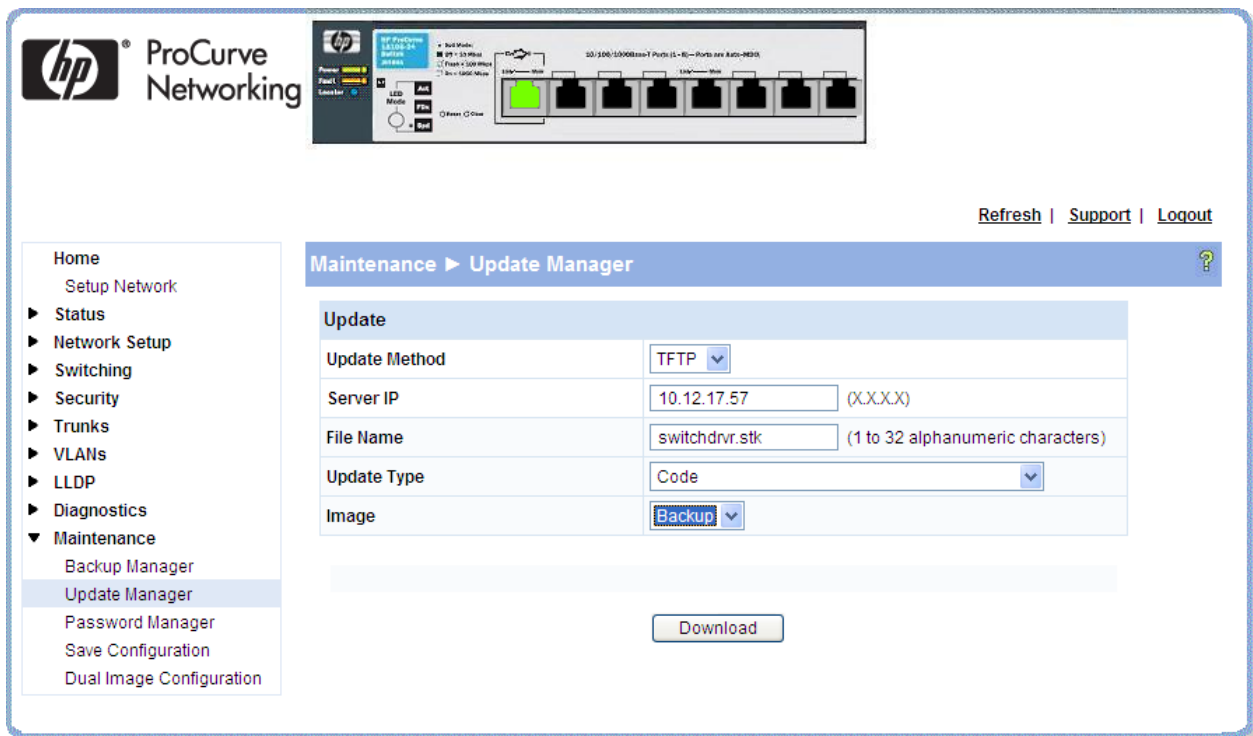


Figure 1: Update Manager page

Table 1: Update Manager Fields

Field	Description
<b>Update Method</b>	<p>Select the protocol to use:</p> <ul style="list-style-type: none"> <li>• <b>HTTP</b> <ul style="list-style-type: none"> <li>- The file is downloaded using HTTP from a local or remote drive.</li> </ul> </li> <li>• <b>TFTP</b> <ul style="list-style-type: none"> <li>- The file is downloaded using TFTP from a TFTP server operating on the system/network.</li> </ul> </li> </ul>
<b>Browse for file</b> (HTTP download)	<p>If HTTP is used for the software download, click <b>Browse</b> to select the designated file.</p> <hr/> <p><b>NOTE:</b></p> <p>If the file name differs from the default name on the switch, the file will be renamed to the default name when downloaded.</p> <hr/>
<b>Server IP</b> (TFTP download)	<p>If a TFTP download is performed, enter the IP address of the TFTP server.</p>
<b>File Name</b> (TFTP download)	<p>If a TFTP download is performed, enter the name of the software file on the TFTP server.</p>

Table Continued

Field	Description
<b>Update type</b>	<p>Select the file type to be updated:</p> <ul style="list-style-type: none"> <li>• <b>Code</b> <ul style="list-style-type: none"> <li>- Update the software image file.</li> </ul> </li> <li>• <b>Configuration</b> <ul style="list-style-type: none"> <li>- Update the configuration file.</li> </ul> </li> <li>• To update an SSL certificate or key encryption file, select the certificate type (for a description of these files, see the <i>Management and Configuration Guide</i> for your switch).</li> <li>• <b>SSL Trusted Root Certificate PEM File</b> <ul style="list-style-type: none"> <li>- SSL Trusted Root Certificate File, which is encoded using the Privacy Enhanced Mail (PEM) protocol.</li> </ul> </li> <li>• <b>SSL Server Certificate PEM File</b> <ul style="list-style-type: none"> <li>- SSL Server Certificate File (PEM-encoded).</li> </ul> </li> <li>• <b>SSL DH Weak Encryption Parameter PEM File</b> <ul style="list-style-type: none"> <li>- SSL Diffie-Hellman Weak Encryption Parameter File (PEM encoded).</li> </ul> </li> <li>• <b>SSL DH Strong Encryption Parameter PEM File</b> <ul style="list-style-type: none"> <li>- SSL Diffie-Hellman Strong Encryption Parameter File (PEM encoded).</li> </ul> </li> </ul>
<b>Image</b> (for Code updates)	<p>If <b>Code</b> is selected as the update type, select which of the two images stored on the switch is to be updated:</p> <ul style="list-style-type: none"> <li>• <b>Active</b> <ul style="list-style-type: none"> <li>- The downloaded image will replace the currently active image.</li> </ul> </li> <li>• <b>Backup</b> <ul style="list-style-type: none"> <li>- The downloaded image will replace the backup image.</li> </ul> </li> </ul>

## Updating the Switch Software to P.1.x



### CAUTION:

HPE recommends that you back up the image file before updating it. For information on Backup Manager, see the

*Management and Configuration Guide*

for your switch.

Follow these instructions to update the switch software (firmware code image):

### Procedure

1. In the **Update Method** field, select the protocol to use to upload the file to the system. If the file is located on a local or network drive, select **HTTP**. If the file is located on a TFTP server, select **TFTP**.
2. If **TFTP** is selected, specify the IP address of the TFTP server and the name of the file as it appears on the server. If **HTTP** is selected, browse to locate the file on your network or local drive.
3. In the Update Type field, select **Code**.
4. In the **Image** field, choose **Backup** or **Active**.



5. If you choose **Backup**, the inactive (backup) image file will be updated. In the example in **Figure 1: Update Manager page** on page 15, the Backup image file is selected for update.
6. If you choose **Active**, the active image file is updated. To check the software version in each image, and to determine which image is currently active, use the **Status > Dual Image** screen.

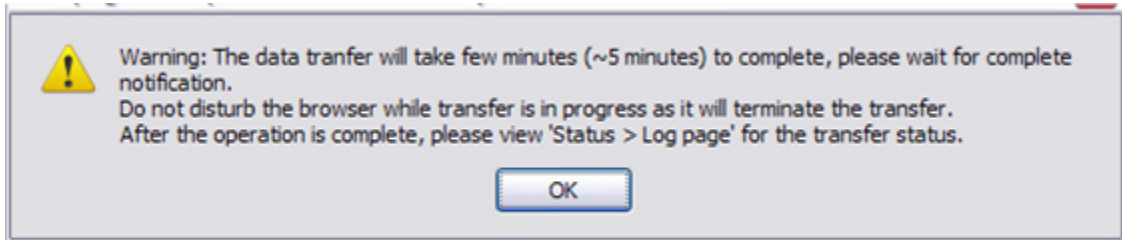
---

**NOTE:**

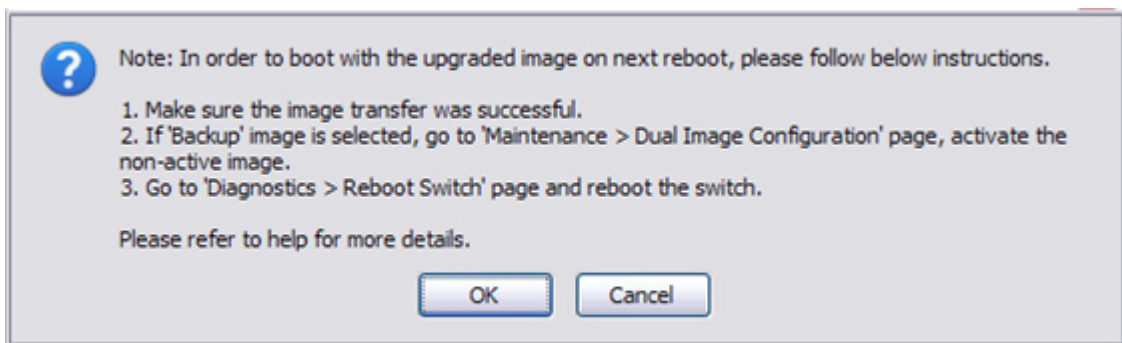
When updating to P.1.20, the new switch software should always be downloaded to Image1. Any other P.1.x may be loaded on Image1 or Image2.

---

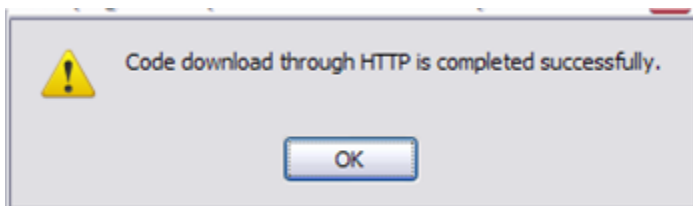
7. Click **Download**.
8. A warning page like the following displays (the text may differ depending on the protocol selected):



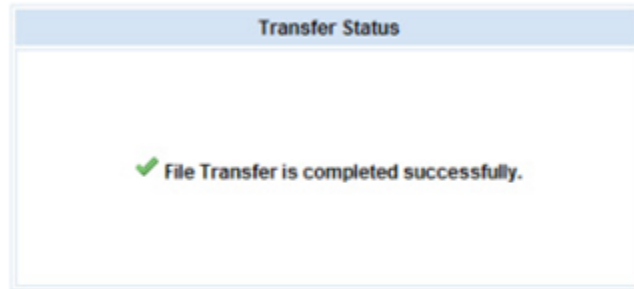
9. Click **OK**.
10. The following page displays.



11. Click **OK**.
12. A download in progress page displays. When the transfer is complete, a window like the following displays:



13. Click **OK**.
14. Update Manager displays the following status message:



- To view detailed information on the transfer status, please click [Buffered Logs](#)
- To activate backup image or to configure image name, please click [Dual Image Configuration](#)
- To reboot the switch, please click [Reboot Switch](#)

Back

- Click **Back** to redisplay the **Update Manager** page.
- In this example, the image was downloaded as the inactive (backup) image. To complete the update process and to activate the backup image as the operating software, use the **Dual Image Configuration** page.
- In the next figure, Image1 is the active image and is the newly updated backup image. Image2 is to be activated on the next reboot (and Image1 will become the inactive backup image).



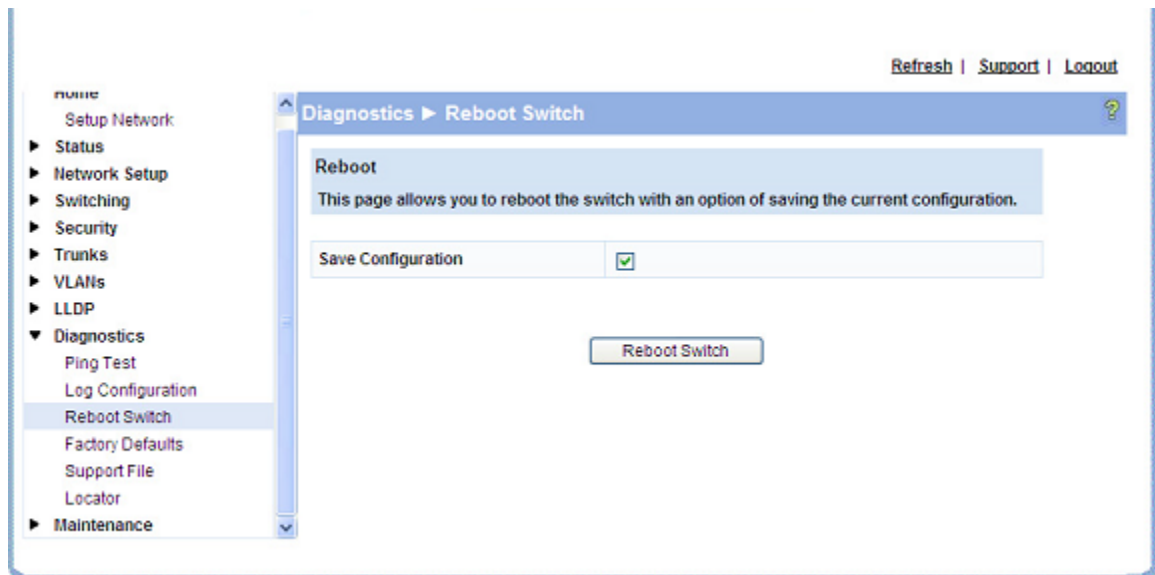
Dual Image Configuration	
Image Name	Image2 ▼
Active Image	image1
Image Description	Rel_06-15-09 (0 to 32 characters)
Image Version	P.1.5

Activate

Delete

Apply

- (Optional) Add a description for the selected image (Image2) and click **Apply**.
- Click **Activate** to activate the selected image on the next reboot.
- You can verify the next active image prior to rebooting the switch by viewing the **Status > Dual Image** screen.
- Click **Diagnostics > Reboot Switch**, and then click **Reboot Switch** to complete the update.



22. Wait about a minute, then refresh your browser to redisplay the Web interface.
23. Upon reboot, the previously-active image (Image1, in this example) becomes the inactive (backup) image.

## Updating the Switch Software P.1.x to P.2.x

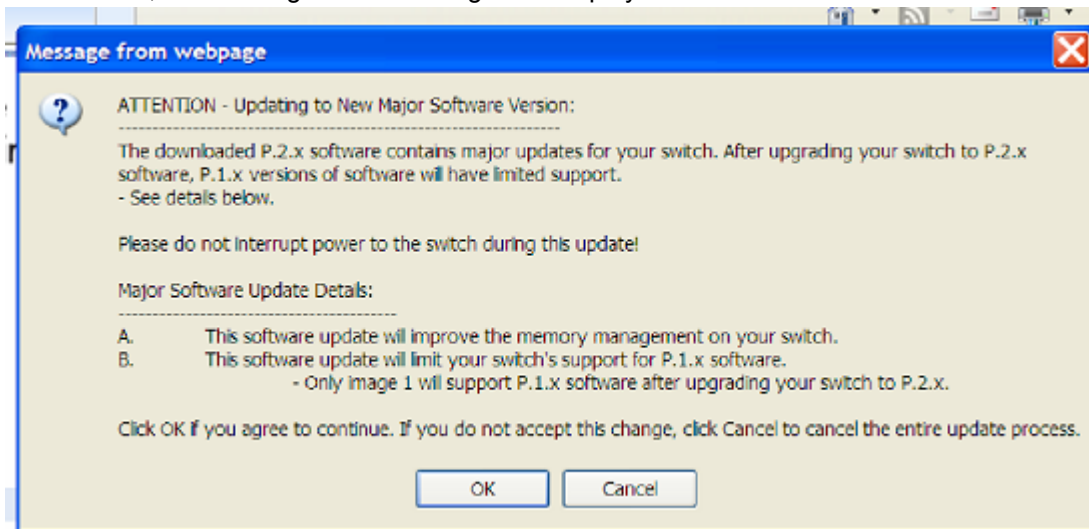
### NOTE:

Before updating to P.2.x, you must first update to P.1.20 (on Image1) following the procedure described above.

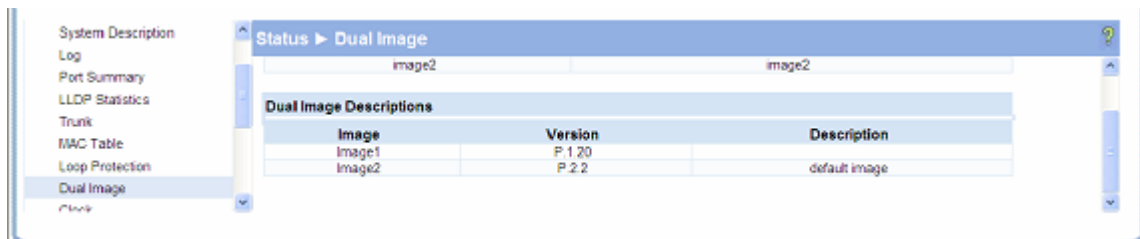
In addition, the initial update to P.2.x is allowed on the Image2 location only. After the switch is booted with P.2.x in Image2, P.2.x software versions can be loaded onto either Image1 or Image2.

### Procedure

1. Update to P.2.x (on Image2) following the procedure described above. Once P.2.x has been downloaded, the message in the next figure is displayed.



2. After the download, activate P.2.x and reboot the switch. At this point you can verify the switch software versions by viewing the **Status > Dual Image** screen (next figure).

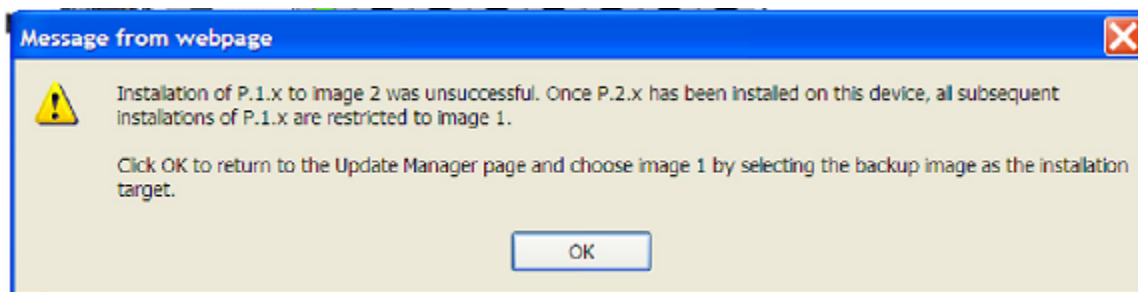


## Downgrading the Switch Software P.2.x to P.1.x

Once the switch has been updated to P.2.x, only Image1 will support P.1.x software. Therefore, to downgrade to P.1.x, the software must be loaded to Image1. If you attempt to downgrade by loading P.1.x on Image2, switch behavior differs depending on the software installed on Image1. The differing behaviors are described below.

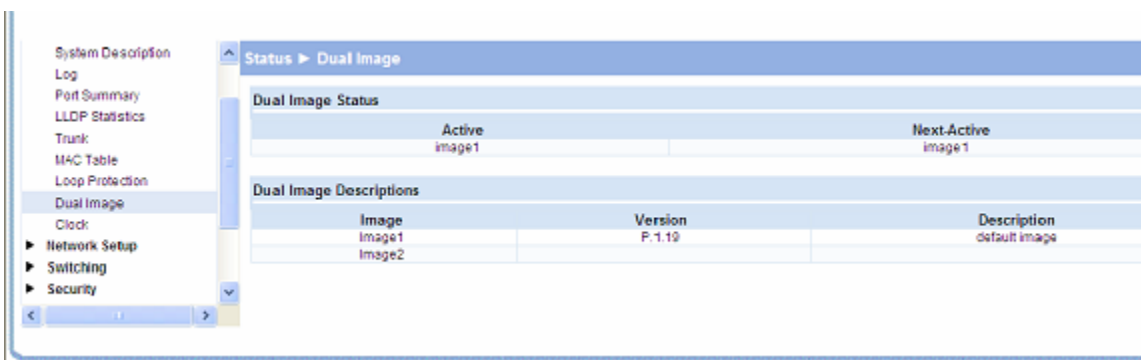
### Downgrading the Switch Software with P.1.20 Installed on Image1

As long as Image1 has P.1.20 installed, any attempt to load P.1.x to Image2 will fail with the following message displayed:

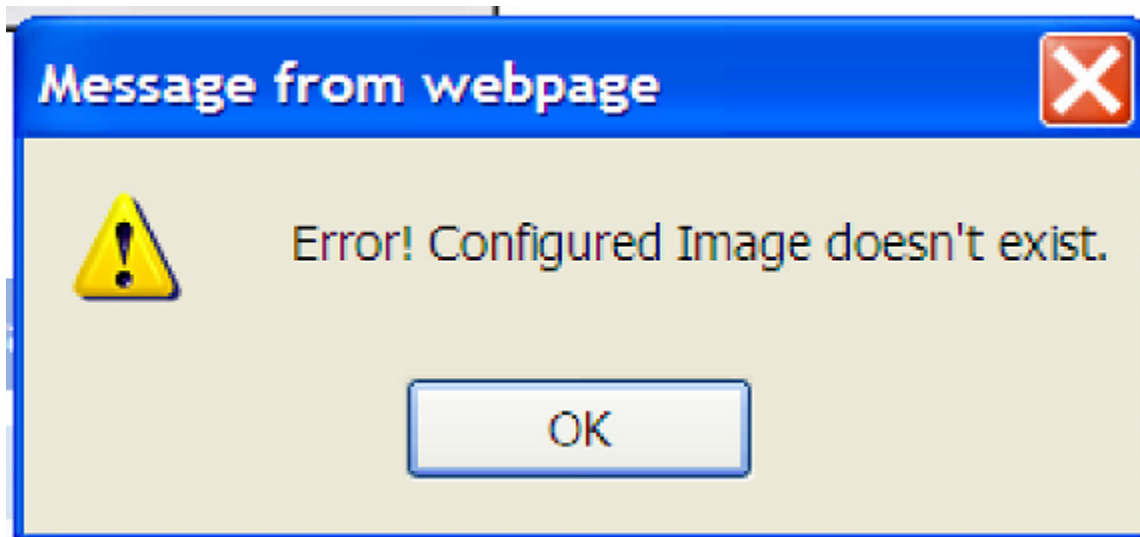


### Downgrading the Switch Software with P.1.x (where x <=19) Installed on Image1

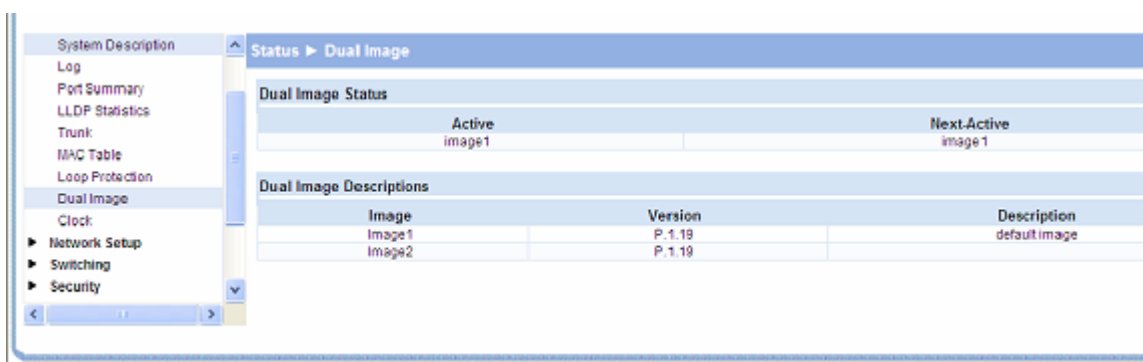
Once you have successfully downgraded switch software by downloading P.1.x (where x <=19) to Image1, activating Image1, and booting into P.1.x on Image1, the switch can no longer recognize the P.2.x software loaded on Image2. The **Status > Dual Image** screen shows the following even though P.2.x is still installed on Image2.



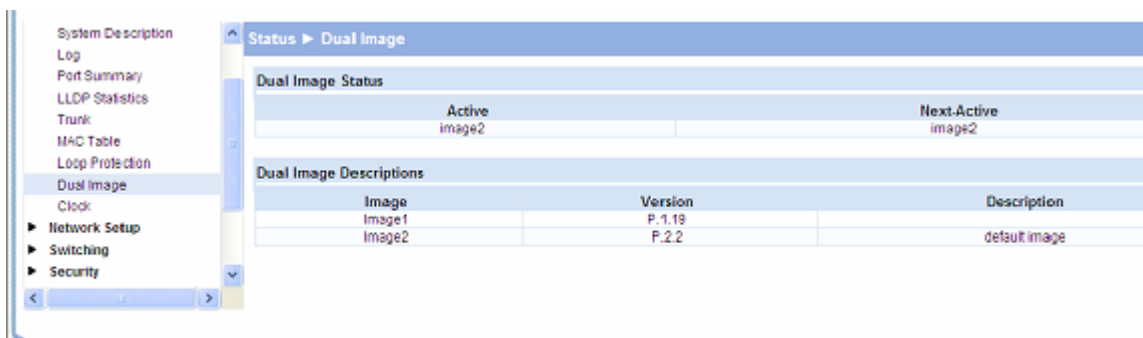
In this situation, Image2 cannot be updated, activated, or deleted. If you try to activate Image2 from the **Maintenance > Dual Image Configuration** screen, the following message is displayed:



If you now attempt to load P.1.x to Image2, the download appears to work. For example, if you download P.1.19 on Image2, with P.1.19 already on Image1, the **Status > Dual Image** screen shows the following before Image2 is activated and the switch is rebooted.



Next activate Image2 and reboot the switch. The **Status > Dual Image** screen now shows the following, and illustrates that in reality, P.2.2 never does get uninstalled from Image2.



# Hewlett Packard Enterprise security policy

A Security Bulletin is the first published notification of security vulnerabilities and is the only communication vehicle for security vulnerabilities.

- Fixes for security vulnerabilities are not documented in manuals, release notes, or other forms of product documentation.
- A Security Bulletin is released when all vulnerable products still in support life have publicly available images that contain the fix for the security vulnerability.

## Finding Security Bulletins

### Procedure

1. Go to the HPE Support Center - Hewlett Packard Enterprise at [www.hpe.com/support/hpesc](http://www.hpe.com/support/hpesc).
2. Enter your product name or number and click **Go**.
3. Select your product from the list of results.
4. Click the **Top issues & solutions** tab.
5. Click the **Advisories, bulletins & notices** link.

## Security Bulletin subscription service

You can sign up at [www4.hpe.com/signup\\_alerts](http://www4.hpe.com/signup_alerts) to initiate a subscription to receive future Hewlett Packard Enterprise Security Bulletin alerts via email.

# Websites

## Networking Websites

Hewlett Packard Enterprise Networking Information Library

[www.hpe.com/networking/resourcefinder](http://www.hpe.com/networking/resourcefinder)

Hewlett Packard Enterprise Networking Software

[www.hpe.com/networking/software](http://www.hpe.com/networking/software)

Hewlett Packard Enterprise Networking website

[www.hpe.com/info/networking](http://www.hpe.com/info/networking)

Hewlett Packard Enterprise My Networking website

[www.hpe.com/networking/support](http://www.hpe.com/networking/support)

Hewlett Packard Enterprise My Networking Portal

[www.hpe.com/networking/mynetworking](http://www.hpe.com/networking/mynetworking)

Hewlett Packard Enterprise Networking Warranty

[www.hpe.com/networking/warranty](http://www.hpe.com/networking/warranty)

## General websites

Hewlett Packard Enterprise Information Library

[www.hpe.com/info/EIL](http://www.hpe.com/info/EIL)

For additional websites, see [Support and other resources](#).

# 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](http://www.hpe.com/support/hpesc)

### Hewlett Packard Enterprise Support Center: Software downloads

[www.hpe.com/support/downloads](http://www.hpe.com/support/downloads)

### Software Depot

[www.hpe.com/support/softwaredepot](http://www.hpe.com/support/softwaredepot)

- To subscribe to eNewsletters and alerts:  
[www.hpe.com/support/e-updates](http://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](http://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.

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# 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](http://www.hpe.com/services/getconnected)

#### HPE Proactive Care services

[www.hpe.com/services/proactivecare](http://www.hpe.com/services/proactivecare)

#### HPE Proactive Care service: Supported products list

[www.hpe.com/services/proactivecaresupportedproducts](http://www.hpe.com/services/proactivecaresupportedproducts)

#### HPE Proactive Care advanced service: Supported products list

[www.hpe.com/services/proactivecareadvancedsupportedproducts](http://www.hpe.com/services/proactivecareadvancedsupportedproducts)

### Proactive Care customer information

#### Proactive Care central

[www.hpe.com/services/proactivecarecentral](http://www.hpe.com/services/proactivecarecentral)

#### Proactive Care service activation

[www.hpe.com/services/proactivecarecentralgetstarted](http://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](http://www.hpe.com/support/Safety-Compliance-EnterpriseProducts)

### Additional warranty information

#### HPE ProLiant and x86 Servers and Options

[www.hpe.com/support/ProLiantServers-Warranties](http://www.hpe.com/support/ProLiantServers-Warranties)

#### HPE Enterprise Servers

[www.hpe.com/support/EnterpriseServers-Warranties](http://www.hpe.com/support/EnterpriseServers-Warranties)

#### HPE Storage Products

[www.hpe.com/support/Storage-Warranties](http://www.hpe.com/support/Storage-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](http://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](http://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](http://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](http://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](mailto: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.