
Additional License Authorizations

For Asset Management Center, IT Service Management Suite and Service Management Center software products

Additional License Authorizations

For Asset Management Center, IT Service Management Suite and Service Management Center software products

Products and suites covered

Products	E-LTU or E-Media available *	Non-production use category **
HPE Asset Manager (previously called HP Asset Manager)	Yes	Class 1
HPE Connect-It (previously called HP Connect-It)	Yes	Class 1
HPE Release Control (previously called HP Release Control)	Yes	Class 1
HPE ServiceCenter Automation (previously called HPE ServiceCenter Automation)	Yes	Class 1
HPE Service Desk (previously called HP Service Desk)	Yes	Class 1
HPE Service Manager (previously called HP Service Manager)	Yes	Class 1

Suites	E-LTU or E-Media available *	Non-production use category **
HPE Asset Manager Enterprise Suite (previously called HP Asset Manager Enterprise Suite)	Yes	Class 1
HPE IT Change Management Suite (previously called HP IT Change Management Suite)	Yes	Class 1
HPE IT Service Management Automation Suite Express Edition	Yes	Class 1
HPE IT Service Management Automation Suite Premium Edition	Yes	Class 1
HPE IT Service Management Automation Suite Premium Edition Add on 50 Node Pack	Yes	Class 1
HPE IT Service Management Enterprise Suite (previously called HP IT Service Management Enterprise Suite)	Yes	Class 1
HPE Service Management Subscription Suite (previously called HP Service Management Subscription Suite)	Yes	Class 3
HPE Service Manager Starter Suite (previously called HP Service Manager Starter Suite)	Yes	Class 1
HPE Service Manager Enterprise Suite (previously called HP Service Manager Enterprise Suite)	Yes	Class 1
HPE IT Service Performance Suite 7.x (previously called HP IT Service Performance Suite 7.x)	Yes	Class 1
HPE Software Asset Management Suite (previously called HP Software Asset Management Suite)	Yes	Class 1

* Any product sold as E-LTU or E-Media shall be delivered electronically regardless of any contrary designation in a purchase order.

** Non-production use rights, if any, can be found at software.microfocus.com/legal/software-licensing.

Definitions

Capitalized terms not otherwise defined in this ALA document are defined in the governing agreement.

Term	Definition
Bundle or Bdl	Means an offering which includes a Term LTU, Term Support and SaaS.
Casual Named User or CSI Nmd User	Means a Named User that may occasionally access APIs, create and view requests, update only the requests the user created, view portals, and run/view reports.

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Connector <i>or</i> Conn	Means an integration element to a certain software, format or function through use of the Micro Focus software product.
Concurrent User <i>or</i> CC Users	Means the software is licensed by the amount of users that simultaneously Use the software. The software can be installed on any number of computers provided that the actual usage of the software does not exceed the number of licenses purchased.
Connect-It Database Device License	Means the right to expose data in one database to another database when the originating database is licensed by number of Devices. One license is required for each 100 managed Devices.
Connect-It Server License	Means the right to use the respective Connector without Connect-It Device License, Connect-It User License or Instance restrictions.
Connect-It User License	Means one Named User or Floating User or Concurrent User in an AssetCenter or Asset Manager Instance or one Named User or Floating User or Concurrent User in a ServiceCenter or Service Manager Instance or one Named User or Concurrent User in a Service Desk Instance in any Scenario with a respective Connector.
Device <i>or</i> Dev	Means an addressable entity, physical or virtual, including but not limited to router, switch, bridge, hub, server, PC, laptop, handheld device or printer that resides within the range defined for interrogation and asset tracking.
E-LTU and E-Media	Means products which are electronically delivered only, and as such any references to FOB Destination or delivery methods that are stated on your purchase order other than electronic shall be null and void with respect to these E-LTU or E-Media products.
Employee Self-Service User <i>or</i> ESS User	Means a specific individual authorized by your IT department to directly submit a self-service or knowledge request using the self- service interface.
Enterprise Use	Means Unlimited use as specified in the software specific license terms below.
Floating Users <i>or</i> Flt Users	Means the maximum number of individuals out of a total user population, authorized by you to access the software at a given point in time.
Guest Users	Means a specific individual authorized by the Licensee to have access to the software.
Implementation	Means an installation of the software on a single Server or installed on a cluster of Servers which work together as a single installation of the software.
Instance	Means each implementation of the application installed on a Server.
Internal Use	Means access and Use of the software for purposes of supporting your internal operations or functions.
Interval Billing	Means periodic billing associated with the Subscription.
LTU	Means License To Use.
Managed Configuration Item (CI)	Means a component of an IT Infrastructure, including a documentary item such as a Service Level Agreement or a Request for Change which is (or is to be) under the control of Configuration and therefore subject to formal change control.
Managed Data Repository	Means a repository of data that can be a third party product or custom built and provides data about managed resources (for example, computer systems, application software, and buildings), process artifacts (for example, incident records and request for change forms), and the relationships between them.
Mapped Service <i>or</i> MS	Means a configuration topology model of a business application or a business service that creates a map using entry points (e.g. URL, IP Address, Host Name, etc.). The map represents a business service for internal or external users of an organization or other business applications and services and is made up of components, including other services, applications, middleware, security software, storage gear network devices, other supporting IT infrastructure, and the relationships between these components. A business service could represent an infrastructure service (e.g. a web-service used by other application for security, or authentication), or an end-user service (e.g. a mobile banking application, or an internal payroll application).
Named User <i>or</i> Nmd User	Means a specific individual authorized by you to access the software regardless of whether they are actively using the software.

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Term	Definition
Node	Means a specific Node that is further defined in the Software Specific Terms below.
Operating System Instance <i>or</i> OS Instance	Means each implementation of the bootable program that can be installed onto a physical system or a partition, such as system Virtual Machines, virtual environments, virtual private servers, containers, guests and zones, within the physical system. A physical system can contain multiple Operating System Instances. A container means a system partition based on software rather than hardware. Guests means a VM system running on a host system where the host runs its own complete OS Instance (as opposed to a hypervisor), like VMware Workstation. Zone means Oracle/Sun Solaris specific nomenclature for a software partition which can run a virtual OS instance including but not limited to Sparse, native, and ipkg.
SaaS	Means Software as a Service which is a service which allows access to the software, support and related professional services, as described in an order document, datasheet or a Statement of Work (SOW).
Scenario	Means configuration sets within Connect-It that define data exchanges between multiple endpoints, using a Connector to each endpoint.
Server	Means any designated computer system in which an Instance or Instances of the software is installed.
Subscription <i>or</i> Sub <i>or</i> SUB	Means an offering which includes a license and support for the time period of the subscription and includes Interval Billing.
Suite	Means two or more software products combined into a single license offering or a single software product which includes two or more licenses. The specific software products included in a Suite are specified in the software specific license terms below. Software products included in a Suite are governed by the individual authorizations and use restrictions associated with each software product, except where specified in the specific Suite software specific license terms below.
Term License to Use <i>or</i> Term LTU	Means a software license to use (LTU) which indicates in its license description that the license is valid for a specific period of time such as One Month (1M), One Year (1Y) etc. Term LTU's are not perpetual licenses.
Term Support	Means a fixed period support offering that is only valid during the time period of the associated Term LTU.
Unlimited <i>or</i> Unl	Means without restrictions in terms of number of systems, devices or media, depending on the context.
Use	Means to install, store, load, execute and display one copy of the software.
Virtual Machine(s) <i>or</i> VM(s)	Means a computer that does not physically exist but is simulated by another computer.

Software specific license terms

For software products with software specific license terms, these terms are described below. Software products covered by this ALA document (as listed above) and not covered in this section do not have software specific license terms.

HPE Asset Manager 5.20 and later releases (previously called HP Asset Manager)

Administration of the HPE Asset Manager Procurement Self-Service Catalog is limited to five (5) Named Users of HPE Service Manager Foundation for the sole purpose of administration of this functionality. Authorized Service Manager administration functions include:

- Management of operator profiles
- Synchronization of reference data to/from HPE Asset Manager
- Back-office management of the Self-Service Catalog
- Support of Casual Named User (previously called Guest User) client sessions initiated from HPE Asset Manager
- Automated submission of Self-Service Catalog Requests to HPE Asset Manager

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For Asset Management Center, IT Service Management Suite and Service Management Center software products

- Enables HPE Asset Manager Casual Named Users access to HPE Service Manager's Self-Service Catalog and shopping cart functionality through the HPE Asset Manager web client. Self-service access is limited by the quantity of HPE Asset Manager Casual Named Users (previously called HPE Asset Manager Guest Users) licensed by you.

HPE Asset Manager Software Asset Management Enterprise Use license provides the ability to Use as many Concurrent Users and Named Users as necessary for the Software Asset Management module in the limits of the number of users licensed for the Portfolio functionality.

Each Casual Named User will have the ability to log into HPE Asset Manager but use of the software is restricted to the following activities:

- View assets
- View requested items for the licensed individual or the licensed users defined workgroup
- View and update tickets in AC/AM helpdesk
- View employees, departments, locations and tax tables
- View workflows as they apply to the licensed user (such as tasks and phases)
- Review departmental budgets and cost centers
- Approve and view requests
- Submit requests

HPE Asset Manager includes a reporting solution license for SAP Crystal Reports and, for HPE Asset Manager 9.30 forward, for SAP BusinessObjects Enterprise. Customers who have valid licenses for HPE Asset Manager are authorized to download and install one Instance of SAP Crystal Reports Server, as well as the number of copies of SAP Crystal Reports Dashboard Design needed for the activity of the applicative developers supporting the HPE Asset Manager implementation. SAP Crystal Reports and SAP BusinessObjects Enterprise can only be used for reporting on the licensed Instances of HPE Asset Manager (including production and development Instances). The maximum number of users accessing SAP Crystal Reports Server must not exceed the maximum number of users authorized in the license for HPE Asset Manager (number of Named Users + number of Concurrent Users + number of Casual Named Users). These users must be licensed for HPE Asset Manager and authenticated in the HPE Asset Manager software.

HPE Connect-It (previously called HP Connect-It)

You shall not be limited to the number of Instances of the software licensed provided you do not exceed the number of Connect-It Database Device Licenses or Connect-It user licenses required in each Scenario. For example, a Scenario exposing 700 Devices through HPE UCMDB, HPE Universal Discovery or HPE DDM Inventory to a non-Micro Focus product requires 7 Connect-It Device licenses. Furthermore, an HPE Connect-It Connector being used where there is one Instance of HPE Asset Manager with a total of 20 Named Users and Concurrent Users, one Instance of HPE Service Manager with a total of 80 Named Users and Concurrent Users and one Instance of HPE Project & Portfolio Manager with a total of 50 Named Users, requires 150 Connect-It User Licenses for each licensed HPE Connect-It Connector. There are no restrictions on the number of data sources a specific HPE Connect-It Connector can integrate with provided you do not exceed the number of HPE Connect-It Database Device licenses or Connect-It User Licenses required in each Scenario. There are no Instance or user restrictions on Connect-It Server Licenses.

HPE ServiceCenter SOAP API SDK (previously called HP ServiceCenter SOAP API SDK)

You shall not have the right to use the SOAP API SDK to replicate any existing Micro Focus software or to circumvent licensing usage of such software.

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HPE Service Desk Concurrent User Capacity Expansion, HPE Service Desk Named User Capacity Expansion (previously called HP Service Desk Concurrent User Capacity Expansion, HP Service Desk Named User Capacity Expansion)

HPE Service Desk Capacity Expansion (CE) products are intended for use by you who require additional Service Desk capacity to their existing Service Desk installations, after the official end of sales date of June 30, 2011. Service Desk CE Licenses have additional use restrictions which include: License for the Service Desk CE product are for capacity increase only and can only be used with the Service Desk physical system which has been licensed by customer previously.

HPE Service Manager (previously called HP Service Manager)

HPE Service Manager requires a Server license and a Foundation Named User or Concurrent User license.

HPE ServiceCenter SOAP API SDK is included with the HPE Service Manager Foundation license.

The following HPE Service Manager Modules licenses are available as separate licenses and can only be used with an HPE Service Manager Server license:

Module / Add-on	Licensing Metric (Each license metric requires a separate license)
HPE Service Manager Helpdesk	Licensed by Named User or Concurrent User
HPE Service Knowledge Management *	Licensed by Employee Self-Service User or Named User or Concurrent User
HPE Service Manager Request Management	Licensed by Named User or Concurrent User
HPE Service Manager Service Level Management	Licensed by Named User or Concurrent User
HPE Service Manager Service Catalog *	Licensed by Employee Self-Service User or Named User or Concurrent User
HPE Service Manager Smart Analytics	Licensed by Named User or Concurrent User

* Includes Self Service Ticketing functionality which allows your employees to open, monitor, update and close self- service tickets. Employee Self Service Users are limited when accessing the Self Service Ticketing functionality and are only authorized to access the ITIL Service Desk functions within HPE Service Manager. Employee Self Service Self Service Users cannot open an incident or change or request directly from Self-Service Ticketing.

The number of Named User and Concurrent User LTUs for HPE Service Manager Smart Analytics needs an exact match at all times with the corresponding number of Named User and Concurrent User LTUs for HPE Service Manager Helpdesk. For HPE Service Manager Smart Analytics, the number of LTUs shall be counted as the number of Named Users or Concurrent Users of HPE Service Manager Helpdesk deriving value through the Smart Analytics module, including when data is imported or exported between HPE Service Manager systems.

Asset Management Center, IT Service Management Suite and Service Management Center Suite offerings

HPE Asset Manager and HPE Asset Manager Enterprise Suite, HPE Change Management Suite, HPE IT Service Performance Suite, HPE Release Control, HPE Service Manager and HPE Service Manager Enterprise Suite Concurrent User licenses listed in this paragraph previously were called Floating User licenses.

Suite	Offering includes	Additional terms (if any)
HPE Asset Manager Enterprise Suite (previously called HP Asset Manager)	<ul style="list-style-type: none">1 HPE Asset Manager Server1 HPE Asset Manager Portfolio Named User1 HPE Asset Manager Contracts Named User1 HPE Asset Manager SAM Named User	

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Suite	Offering includes	Additional terms (if any)
Enterprise Suite) – Named User	<ul style="list-style-type: none"> ▪ 1 HPE Asset Manager Procurement Named User ▪ 1 HPE Asset Manager Financial Management Named User ▪ 100 HPE Asset Manager Casual Named Users 	
HPE Asset Manager Enterprise Suite (previously called HP Asset Manager Enterprise Suite) – Concurrent User	<ul style="list-style-type: none"> ▪ 1 HPE Asset Manager Server ▪ 1 HPE Asset Manager Portfolio Concurrent User ▪ 1 HPE Asset Manager Contracts Concurrent User ▪ 1 HPE Asset Manager SAM Concurrent User ▪ 1 HPE Asset Manager Procurement Concurrent User ▪ 1 HPE Asset Manager Financial Management Concurrent User ▪ 100 HPE Asset Manager Casual Named Users 	
HPE IT Change Management Suite Concurrent User (previously called HP IT Change Management Suite Concurrent User)	<ul style="list-style-type: none"> ▪ 1 HPE Service Manager Change Management Concurrent User ▪ 1 HPE Release Control Change Edition Concurrent User 	
HPE IT Change Management Suite Named User (previously called HP IT Change Management Suite Named User)	<ul style="list-style-type: none"> ▪ 1 HPE Service Manager Change Management Named User ▪ 1 HPE Release Control Change Edition Named User 	
HPE IT Service Management Automation Suite Express Edition 5 Concurrent User	<ul style="list-style-type: none"> ▪ 5 HPE Service Manager Enterprise Suite with Connect-It Connectors and Knowledge Management Concurrent User ▪ 5 HPE Service Manager Smart Analytics Module Concurrent User 	
HPE IT Service Management Automation Suite Express Edition 10 Concurrent User	<ul style="list-style-type: none"> ▪ 10 HPE Service Manager Enterprise Suite with Connect-It Connectors and Knowledge Management Concurrent User ▪ 10 HPE Service Manager Smart Analytics Module Concurrent User 	
HPE IT Service Management Automation Suite Express Edition 5 Named User	<ul style="list-style-type: none"> ▪ 5 HPE Service Manager Enterprise Suite with Connect-It Connectors and Knowledge Management Named User ▪ 5 HPE Service Manager Smart Analytics Module Named User 	
HPE IT Service Management Automation Suite Express Edition 10 Named User	<ul style="list-style-type: none"> ▪ 10 HPE Service Manager Enterprise Suite with Connect-It Connectors and Knowledge Management Named User ▪ 10 HPE Service Manager Smart Analytics Module Named User 	
HPE IT Service Management Automation Suite Premium Edition 5 Concurrent User	<ul style="list-style-type: none"> ▪ 5 HPE Service Manager Enterprise Suite with Connect-It Connectors and Knowledge Management Concurrent User ▪ 5 HPE Service Manager Smart Analytics Module Concurrent User 	

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Suite	Offering includes	Additional terms (if any)
	<ul style="list-style-type: none"> ▪ 1 HPE Service Manager Service Portal Aggregation User ▪ 1 HPE Asset Manager Enterprise Suite Concurrent User ▪ 1 HPE IT Business Analytics Power Named User (only when purchased before January 16, 2017) ▪ 2 HPE IT Business Analytics Casual Named User (only when purchased before January 16, 2017) 	
HPE IT Service Management Automation Suite Premium Edition 10 Concurrent User	<ul style="list-style-type: none"> ▪ 10 HPE Service Manager Enterprise Suite with Connect-It Connectors and Knowledge Management Concurrent User ▪ 10 HPE Service Manager Smart Analytics Module Concurrent User ▪ 1 HPE Service Manager Service Portal Aggregation User ▪ 1 HPE Asset Manager Enterprise Suite Concurrent User ▪ 1 HPE IT Business Analytics Power Named User (only when purchased before January 16, 2017) ▪ 2 HPE IT Business Analytics Casual Named User (only when purchased before January 16, 2017) 	
HPE IT Service Management Automation Suite Premium Edition 5 Named User	<ul style="list-style-type: none"> ▪ 5 HPE Service Manager Enterprise Suite with Connect-It Connectors and Knowledge Management Named User ▪ 5 HPE Service Manager Smart Analytics Module Named User ▪ 1 HPE Service Manager Service Portal Aggregation User ▪ 1 HPE Asset Manager Enterprise Suite Named User ▪ 1 HPE IT Business Analytics Power Named User (only when purchased before January 16, 2017) ▪ 2 HPE IT Business Analytics Casual Named User (only when purchased before January 16, 2017) 	
HPE IT Service Management Automation Suite Premium Edition 10 Named User	<ul style="list-style-type: none"> ▪ 10 HPE Service Manager Enterprise Suite with Connect-It Connectors and Knowledge Management Named User ▪ 10 HPE Service Manager Smart Analytics Module Named User ▪ 1 HPE Service Manager Service Portal Aggregation User ▪ 1 HPE Asset Manager Enterprise Suite Named User ▪ 1 HPE IT Business Analytics Power Named User (only when purchased before January 16, 2017) ▪ 2 HPE IT Business Analytics Casual Named User (only when purchased before January 16, 2017) 	
HPE IT Service Management Automation Suite Premium Edition Add on 50 Node Pack	<ul style="list-style-type: none"> ▪ 50 HPE Operations Orchestration Server and Storage Node ▪ 50 HPE Universal Discovery Operating System Instance ▪ 10 HPE Universal CMDB Automated Service Modeling Mapped Service (included with HPE Universal 	<ul style="list-style-type: none"> ▪ For HPE Operations Orchestration Server and Storage Node the Node can represent OS Instances on a physical Device or a Virtual Machine, a physical Device hosting multiple VMs where there are multiple OS Instances, and storage arrays.

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Suite	Offering includes	Additional terms (if any)
	<ul style="list-style-type: none"> Discovery as of HPE Universal Discovery version 10.32) ▪ 2 HPE Universal CMDB 3rd party Integration Managed Data Repository 	<ul style="list-style-type: none"> ▪ The bundled HPE Operations Orchestration within HPE IT Service Management Automation (ITSMA) suite can be used only through invocation only from ITSMA suite components. This usage is restricted to use cases within the context of ITSMA and such restriction includes HPE Operations Orchestration Content Pack for service management. For unrestricted orchestration use case (i.e. Run book automation, IT process orchestration), you are required to purchase HPE Operations Orchestration Suite Add-On licenses.
<p>HPE IT Service Management Enterprise Suite Named User (previously called HP IT Service Management Enterprise Suite Named User)</p>	<ul style="list-style-type: none"> ▪ 100 HPE Service Manager Enterprise Suite with Connect-It Connectors and Knowledge Management Named User ▪ 100 HPE Service Manager Smart Analytics Module Named User ▪ 10 HPE Asset Manager Enterprise Suite Named User ▪ 2 HPE IT Business Analytics Named User ▪ 10 HPE IT Business Analytics Casual Named User ▪ 10 HPE Operations Bridge Suite Premium Edition 50 Node Pack ▪ 1 HPE Operations Bridge System Collector Add-on 50 OSI 	
<p>HPE IT Service Performance Suite Concurrent User 7.x without DecisionCenter IT Performance Analytics (previously called HP IT Service Performance Suite Concurrent User 7.x without DecisionCenter IT Performance Analytics)</p>	<ul style="list-style-type: none"> ▪ 1 HPE Service Manager Server ▪ 1 HPE Service Manager Foundation Concurrent User ▪ 1 HPE Service Manager Help Desk Concurrent User 	
<p>HPE IT Service Performance Suite Named User 7.x without DecisionCenter IT Performance Analytics (previously called HP IT Service Performance Suite Named User 7.x without DecisionCenter IT Performance Analytics)</p>	<ul style="list-style-type: none"> ▪ 1 HPE Service Manager Server ▪ 1 HPE Service Manager Foundation Named User ▪ 1 HPE Service Manager Help Desk Named User 	
<p>HPE Service Management</p>	<ul style="list-style-type: none"> ▪ 1 HPE Service Manager Server 	

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Suite	Offering includes	Additional terms (if any)
Subscription Concurrent User Suite (previously called HP Service Management Subscription Concurrent User Suite)	<ul style="list-style-type: none"> ▪ 1 HPE Service Manager Foundation Concurrent User ▪ 1 HPE Service Manager Help Desk Concurrent User ▪ 1 HPE IT Change Management Suite Concurrent User ▪ 1 HPE Service Manager Service Level Management Concurrent User ▪ 1 HPE Service Manager Request Management Concurrent User ▪ 1 HPE Service Manager Knowledge Management Concurrent User ▪ 2,000 HPE Service Manager Knowledge Management Employee Self Service Users ▪ 2,000 HPE Service Manager Catalog Employee Self Service Users ▪ 1 HPE Connector for Database User ▪ 1 HPE Connector for Email User ▪ 1 HPE Connector for LDAP User 	
HPE Service Management Subscription Named User Suite (previously called HP Service Management Subscription Named User Suite)	<ul style="list-style-type: none"> ▪ 1 HPE Service Manager Server ▪ 1 HPE Service Manager Foundation Named User ▪ 1 HPE Service Manager Help Desk Named User ▪ 1 HPE IT Change Management Suite Named User ▪ 1 HPE Service Manager Service Level Management Named User ▪ 1 HPE Service Manager Request Management Named User ▪ 1 HPE Service Manager Knowledge Management Named User ▪ 1,000 HPE Service Manager Knowledge Management Employee Self Service Users ▪ 1,000 HPE Service Manager Catalog Employee Self Service Users ▪ 1 HPE Connector for Database User ▪ 1 HPE Connector for Email User ▪ 1 HPE Connector for LDAP User 	
HPE SM Enterprise Suite with Connect-It Connectors and with Knowledge Management Named User (previously called HP SM Enterprise Suite with Connect-It Connectors and with Knowledge Management Named User)	<ul style="list-style-type: none"> ▪ 1 HPE Service Manager Server ▪ 1 HPE Service Manager Foundation Named User ▪ 1 HPE Service Manager Help Desk Named User ▪ 1 HPE IT Change Management Suite Named User ▪ 1 HPE Service Manager Service Level Management Named User ▪ 1 HPE Service Manager Request Management Named User ▪ 1 HPE Service Manager Knowledge Management Named User ▪ 1,000 HPE Service Manager Knowledge Management Employee Self Service Users ▪ 1,000 HPE Service Manager Catalog Employee Self Service Users ▪ 1 HPE Connector for Database User ▪ 1 HPE Connector for Email User 	

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Suite	Offering includes	Additional terms (if any)
HPE SM Enterprise Suite with Connect-It and without Knowledge Management Named User (previously called HP SM Enterprise Suite with Connect-It and without Knowledge Management Named User)	<ul style="list-style-type: none"> ▪ 1 HPE Connector for LDAP User ▪ 1 HPE Service Manager Server ▪ 1 HPE Service Manager Foundation Named User ▪ 1 HPE Service Manager Help Desk Named User ▪ 1 HPE IT Change Management Suite Named User ▪ 1 HPE Service Manager Service Level Management Named User ▪ 1 HPE Service Manager Request Management Named User ▪ 1,000 HPE Service Manager Catalog Employee Self Service Users ▪ 1 HPE Connector for Database User ▪ 1 HPE Connector for Email User ▪ 1 HPE Connector for LDAP User 	
HPE SM Enterprise Suite without Connect-It and with Knowledge Management Named User (previously called HP SM Enterprise Suite without Connect-It and with Knowledge Management Named User)	<ul style="list-style-type: none"> ▪ 1 HPE Service Manager Server ▪ 1 HPE Service Manager Foundation Named User ▪ 1 HPE Service Manager Help Desk Named User ▪ 1 HPE IT Change Management Suite Named User ▪ 1 HPE Service Manager Service Level Management Named User ▪ 1 HPE Service Manager Request Management Named User ▪ 1 HPE Service Manager Knowledge Management Named User ▪ 1,000 HPE Service Manager Knowledge Management Employee Self Service Users ▪ 1,000 HPE Service Manager Catalog Employee Self Service Users 	
HPE SM Enterprise Suite without Connect-It and without Knowledge Management Named User (previously called HP SM Enterprise Suite without Connect-It and without Knowledge Management Named User)	<ul style="list-style-type: none"> ▪ 1 HPE Service Manager Server ▪ 1 HPE Service Manager Foundation Named User ▪ 1 HPE Service Manager Help Desk Named User ▪ 1 HPE IT Change Management Suite Named User ▪ 1 HPE Service Manager Service Level Management Named User ▪ 1 HPE Service Manager Request Management Named User ▪ 1,000 HPE Service Manager Catalog Employee Self Service Users 	
HPE SM Enterprise Suite with Connect-It and with Knowledge Management Concurrent User (previously called HP SM Enterprise Suite with Connect-It and with Knowledge Management Concurrent User)	<ul style="list-style-type: none"> ▪ 1 HPE Service Manager Server ▪ 1 HPE Service Manager Foundation Concurrent User ▪ 1 HPE Service Manager Help Desk Concurrent User ▪ 1 HPE IT Change Management Suite Concurrent User ▪ 1 HPE Service Manager Service Level Management Concurrent User ▪ 1 HPE Service Manager Request Management Concurrent User 	

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Suite	Offering includes	Additional terms (if any)
Management Concurrent User)	<ul style="list-style-type: none"> ▪ 1 HPE Service Manager Knowledge Management Concurrent User ▪ 2,000 HPE Service Manager Knowledge Management Employee Self Service Users ▪ 2,000 HPE Service Manager Catalog Employee Self Service Users ▪ 1 HPE Connector for Database User ▪ 1 HPE Connector for Email User ▪ 1 HPE Connector for LDAP User 	
HPE SM Enterprise Suite with Connect-It and without Knowledge Management Concurrent User (previously called HP SM Enterprise Suite with Connect-It and without Knowledge Management Concurrent User)	<ul style="list-style-type: none"> ▪ 1 HPE Service Manager Server ▪ 1 HPE Service Manager Foundation Concurrent User ▪ 1 HPE Service Manager Help Desk Concurrent User ▪ 1 HPE IT Change Management Suite Concurrent User ▪ 1 HPE Service Manager Service Level Management Concurrent User ▪ 1 HPE Service Manager Request Management Concurrent User ▪ 2,000 HPE Service Manager Catalog Employee Self Service Users ▪ 1 HPE Connector for Database User ▪ 1 HPE Connector for Email User ▪ 1 HPE Connector for LDAP User 	
HPE SM Enterprise Suite without Connect-It and with Knowledge Management Concurrent User (previously called HP SM Enterprise Suite without Connect-It and with Knowledge Management Concurrent User)	<ul style="list-style-type: none"> ▪ 1 HPE Service Manager Server ▪ 1 HPE Service Manager Foundation Concurrent User ▪ 1 HPE Service Manager Help Desk Concurrent User ▪ 1 HPE IT Change Management Suite Concurrent User ▪ 1 HPE Service Manager Service Level Management Concurrent User ▪ 1 HPE Service Manager Request Management Concurrent User ▪ 1 HPE Service Manager Knowledge Management Concurrent User ▪ 2,000 HPE Service Manager Knowledge Management Employee Self Service Users ▪ 2,000 HPE Service Manager Catalog Employee Self Service Users 	
HPE SM Enterprise Suite without Connect-It and without Knowledge Management Concurrent User (previously called HP SM Enterprise Suite without Connect-It and without Knowledge Management Concurrent User)	<ul style="list-style-type: none"> ▪ 1 HPE Service Manager Server ▪ 1 HPE Service Manager Foundation Concurrent User ▪ 1 HPE Service Manager Help Desk Concurrent User ▪ 1 HPE IT Change Management Suite Concurrent User ▪ 1 HPE Service Manager Service Level Management Concurrent User ▪ 1 HPE Service Manager Request Management Concurrent User ▪ 2,000 HPE Service Manager Catalog Employee Self Service Users 	

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Suite	Offering includes	Additional terms (if any)
HPE SM Starter Suite Named User (previously called HP SM Starter Suite Named User)	<ul style="list-style-type: none">1 HPE Service Manager Server25 HPE Service Manager Foundation Named User25 HPE Service Manager Help Desk Named User25 HPE Service Manager Change Management Named User25 HPE Service Manager Service Level Management Named User	
HPE Software Asset Management Suite (previously called HP Software Asset Management Suite) – Named User	<ul style="list-style-type: none">1 HPE Asset Manager Enterprise Suite Named User20 HPE Universal Discovery OS Instance200 HPE Universal Discovery Inventory OS Instance	
HPE Software Asset Management Suite (previously called HP Software Asset Management Suite) – Concurrent User	<ul style="list-style-type: none">1 HPE Asset Manager Enterprise Suite Concurrent User50 HPE Universal Discovery OS Instance500 HPE Universal Discovery Inventory OS Instance	

*The HPE Asset Manager and HPE Connect-It software products are covered in the Additional License Authorizations document for Asset Management Center software products. The HPE IT Business Analytics (previously called HP IT Executive Scorecard) software product is covered in the Additional License Authorizations document for IT Business Analytics Center software products. The HPE Operations Bridge software suite and add-ons are covered in the Additional License Authorizations document for Systems Management Center software products.

The HPE Operations Orchestration software product is covered in the Additional License Authorizations document for HPE Cloud Center software products. The HPE Universal CMDB and HPE Universal Discovery software products are covered in the Additional License Authorizations document for Configuration Management System software products.

Additional license terms

Term

- Software contains software and associated specifications licensed from third parties that are confidential to, and trade secrets of, such parties. You will not take any action other than to Use it as authorized under the agreement as part of the software products and will not disclose it to third parties.
- You shall install and use the software as authorized in the applicable agreement only as a complete product and may not use portions of such software on a standalone basis separate from the complete software unless expressly authorized in the Supporting Material, specifications or an applicable agreement.

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Latest version of software licensing documents

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5200-1628, February 2018; replaces 5200-0756 (August 31, 2017)

