

# ADDITIONAL LICENSE AUTHORIZATIONS

For HP Service Management Center Software products

## PRODUCT USE AUTHORIZATIONS

This document provides Additional License Authorizations for the following Software products in the Service Management Center of HP's IT Performance Suite Software:

Products	Suites
HP AssetCenter	HP Asset Tracking Suite
HP Asset Manager	HP IT Service Performance Suite 6.2
HP Connect-It	HP IT Service Performance Suite 7.x
HP DecisionCenter	HP IT Change Management Suite
HP Discovery & Dependency Mapping Inventory	HP Service Manager Starter Suite
HP Release Control	HP Service Manager Enterprise Suite
HP ServiceCenter	HP Service Manager Enterprise Suite without Connect-It
HP ServiceCenter Automation	
HP Service Desk	
HP Service Manager	

## Definitions

Capitalized terms not otherwise defined in this Additional License Authorizations document are defined in the governing Agreement.

Term	Definition
<i>Bundle or Bdl</i>	means an offering which includes a Term LTU, Term Support and SaaS.
<i>Connector or Conn</i>	means an integration element to a certain software, format or function through use of the HP Software Product.
<i>Concurrent User or CC Users</i>	means the Software is licensed by the amount of users that simultaneously Use the Software at any one point in time. 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 published.
<i>Connect-It Database Device License</i>	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.
<i>Connect-It Server License</i>	means the right to use the respective Connector without Connect-It Device License, Connect-It User License or Instance restrictions.
<i>Connect-It User License</i>	means one Named User or Floating User in an AssetCenter or Asset Manager Instance or one Named User or Floating User in a ServiceCenter or Service Manager Instance or one Named User or Floating User in a Service Desk Instance in any Scenario with a respective Connector.
<i>Device</i>	means an addressable entity 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.



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Term	Definition
<i>E-LTU and E-Media</i>	means products which are electronically delivered only, and as such any references to FOB Destination or delivery methods that are stated on Licensee's purchase order other than electronic shall be null and void with respect to these E-LTU or E-Media products.
<i>Floating Users or Flt Users</i>	means the maximum number of individuals out of a total user population, authorized by the Licensee to access the Software at a given point in time.
<i>Guest Users</i>	means a specific individual authorized by the Licensee to have access to the Software.
<i>Instance</i>	means each implementation of the application installed on a Server.
<i>Internal Use</i>	means access and Use of the Software for purposes of supporting the internal operations or functions of Licensee.
<i>LTU</i>	means License To Use.
<i>Managed Configuration Item (CI)</i>	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.
<i>Named User or Nmd User</i>	means a specific individual authorized by Licensee to access the Software regardless of whether they are actively using the Software.
<i>SaaS</i>	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).
<i>Scenario</i>	means configuration sets within Connect-It that define data exchanges between multiple endpoints, using a Connector to each endpoint.
<i>Server</i>	means any designated computer system in which an Instance or Instances of the Software is installed.
<i>Suite</i>	means two or more software products combined into a single license offering. 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.
<i>Term License to Use or Term LTU</i>	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.
<i>Term Support</i>	means a fixed period support offering that is only valid during the time period of the associated Term LTU.
<i>Use</i>	means to install, store, load, execute and display once copy of the Software.

## Software specific license terms

For Software Products with software specific license terms, these terms are described below. Software Products covered by this additional license authorization (as listed on the first page under Product use authorizations) and not covered in this section do not have software specific license terms.

### HP AssetCenter Web Tailoring Kit

For each license purchased, Licensee shall have the right to Use one copy of the Software in a development environment only, for the sole purpose of developing enhancements to the HP AssetCenter Software.

### HP AssetCenter 5.0 plus HP Asset Manager 5.10 and later releases

Each Guest User will have the ability to log into AssetCenter / 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

## HP Asset Manager 5.10

The "HP Asset Manager Service Catalog Foundation" limits production use of Service Manager to five (5) Named Users for the sole purpose of Service Catalog administration, including:

- management of Operator Profiles
- synchronization of reference data to/from Asset Manager
- back-office management of the Service Catalog
- support of Guest User client sessions initiated from Asset Manager
- automated submission of Service Catalog Requests to Asset Manager
- enables Asset Manager Guest Users access to Service Manager's Service Catalog and Shopping Cart functionality through the Asset Manager web client. Self-service access is limited by the quantity of Asset Manager Guest Users licensed by the customer.

## HP Asset Manager 5.20 and later releases

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

- management of operator profiles
- synchronization of reference data to/from HP Asset Manager
- back-office management of the Self-Service Catalog
- support of Guest User client sessions initiated from HP Asset Manager
- automated submission of Self-Service Catalog Requests to HP Asset Manager
- enables HP Asset Manager Guest Users access to HP Service Manager's Self-Service Catalog and shopping cart functionality through the HP Asset Manager web client. Self-service access is limited by the quantity of HP Asset Manager Guest Users licensed by the Licensee.

## HP Connect-It

Licensee shall not be limited s to the number of Instances of the Software licensed provided Licensee does 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 HP UCMDB, Enterprise Discovery or HP DDM Inventory to a non-HP product requires 7 Connect-It Device licenses. Further, a HP Connect-It Connector being used where there is one Instance of HP AssetCenter and/or HP Asset Manager with 20 total Named Users and Floating Users and one Instance of HP ServiceCenter and/or HP Service Manager with 80 total Named Users and Floating Users requires 100 Connect-It User Licenses for each licensed HP Connect-It Connector. There are no restrictions on the number of data sources a specific HP Connect-It Connector can integrate with provided the Licensee does not exceed the number of HP 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.

## HP Enterprise Discovery and HP DDM Inventory

The Software shall be restricted to monitoring the number of Devices for the licenses purchased.

The Enterprise Discovery and DDM Inventory Linux Scanner and Agent link to a version of the Linux libc library which is licensed under the Lesser Gnu Public License (LGPL). As required by the LGPL, HP provides Licensee with the right to re-link the scanner and agent object code with a different version of the libc library. As a specific exception to the general restriction on "reverse engineering" of HP's Products as described in the Agreement, the supplied object files ("scanner.a" and "agent.a") may be reverse engineered using object code inspection and modified to the extent necessary to make the process of linking against a different version of the libc library possible. Versions of the Enterprise Discovery and DDM Inventory scanners and agents that have been linked with an alternate version of libc may behave differently than the version provided by HP and will not be covered by HP's standard support and maintenance terms.

## HP ServiceCenter

The Self-Service Ticketing module is licensed as part of HP Software ServiceCenter, licensee has the additional right for all employees of licensee to open, monitor, update and close self service tickets. If Service Catalog or Knowledge Mgmt software is licensed as part of HP Service Manager Employee Self Service (ESS) Users are based on the number of authorized users indicated in the Software License. Users accessing the Self Service Ticketing capabilities of HP ServiceCenter are only authorized to access the ITIL Service Desk functions within HP Software ServiceCenter. Licensed users cannot open an incident or change or request directly from Self-Service Ticketing. Self-service approvals can only be setup via the Service Catalog module's employee self service access using the self service functions via the catalog.

The Web Control module of ServiceCenter is for internal and private website use only and is not authorized for any use on any public websites or internet services.

## **HP Service Manager**

The Self Service Ticketing module is licensed as part of HP Software Service Manager, licensee has the additional right for all employees of licensee to open, monitor, update and close self service tickets. If Service Catalog or Knowledge Mgmt software is licensed as part of HP Service Manager Employee Self Service (ESS) Users are based on the number of authorized users indicated in the Software License. Users accessing the Self Service Ticketing capabilities of HP Service Manager are only authorized to access the ITIL Service Desk functions within HP Software Service Manager. Licensed users cannot open an incident or change or request directly from Self-Service Ticketing. Self-service approvals can only be setup via the Service Catalog module's employee self service access using the self service functions via the catalog.

HP SC SOAP API SDK is included with the Service Manager Foundation license, licensee shall not have the right to use the SOAP API SDK to replicate any existing HP Service Manager functionality or to circumvent licensing of such Software.

## **HP SC SOAP API SDK**

Licensee shall not have the right to use the SOAP API SDK to replicate any existing HP Software or to circumvent licensing usage of such Software.

## **HP Service Desk Concurrent User Capacity Expansion, HP Service Desk Named User Capacity Expansion**

HP Service Desk Capacity Expansion (CE) products are intended for use by Licensees 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 HP 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.

## HP IT Service Delivery Suite offerings

Suite	Offering includes
<i>HP Asset Tracking Suite</i>	<ul style="list-style-type: none"> <li>▪ 1 HP Asset Manager Server</li> <li>▪ 10 HP Asset Manager Portfolio Named Users</li> <li>▪ 2,000 DDM Inventory Devices</li> </ul>
<i>HP IT Service Performance Suite Floating User 6.2</i>	<ul style="list-style-type: none"> <li>▪ 1 HP ServiceCenter Service Support Foundation Floating User</li> <li>▪ 1 HP ServiceCenter Windows Client Floating User</li> <li>▪ 1 HP ServiceCenter Web Client Floating User</li> <li>▪ 1 HP ServiceCenter Problem Management Floating User</li> <li>▪ 1 HP ServiceCenter Scheduled Maintenance Floating User</li> <li>▪ 1 HP Connector for Email User</li> <li>▪ 1 HP Connector for LDAP User</li> <li>▪ 1 HP Connector for Web Service User</li> <li>▪ 1 HP DecisionCenter IT Performance Analytics Named User</li> </ul>
<i>HP IT Service Performance Suite Floating User 6.2 without DecisionCenter IT Performance Analytics</i>	<ul style="list-style-type: none"> <li>▪ 1 HP ServiceCenter Service Support Foundation Floating User</li> <li>▪ 1 HP ServiceCenter Windows Client Floating User</li> <li>▪ 1 HP ServiceCenter Web Client Floating User</li> <li>▪ 1 HP ServiceCenter Problem Management Floating User</li> <li>▪ 1 HP ServiceCenter Scheduled Maintenance Floating User</li> <li>▪ 1 HP Connector for Email User</li> <li>▪ 1 HP Connector for LDAP User</li> <li>▪ 1 HP Connector for Web Service User</li> </ul>
<i>HP IT Service Performance Suite Named User 6.2</i>	<ul style="list-style-type: none"> <li>▪ 1 HP ServiceCenter Service Support Foundation Named User</li> <li>▪ 1 HP ServiceCenter Windows Client Named User</li> <li>▪ 1 HP ServiceCenter Web Client Named User</li> <li>▪ 1 HP ServiceCenter Problem Management Named User</li> <li>▪ 1 HP ServiceCenter Scheduled Maintenance Named User</li> <li>▪ 1 HP Connector for Email User</li> <li>▪ 1 HP Connector for LDAP User</li> <li>▪ 1 HP Connector for Web Service User</li> <li>▪ 1 HP DecisionCenter IT Performance Analytics Named User</li> </ul>
<i>HP IT Service Performance Suite Named User 6.2 without DecisionCenter IT Performance Analytics</i>	<ul style="list-style-type: none"> <li>▪ 1 HP ServiceCenter Service Support Foundation Named User</li> <li>▪ 1 HP ServiceCenter Windows Client Named User</li> <li>▪ 1 HP ServiceCenter Web Client Named User</li> <li>▪ 1 HP ServiceCenter Problem Management Named User</li> <li>▪ 1 HP ServiceCenter Scheduled Maintenance Named User</li> <li>▪ 1 HP Connector for Email User</li> <li>▪ 1 HP Connector for LDAP User</li> <li>▪ 1 HP Connector for Web Service User</li> </ul>

## HP IT Service Delivery Suite offerings (continued)

Suite	Offering includes
HP IT Service Performance Suite Floating User 7.x	<ul style="list-style-type: none"> <li>1 HP Service Manager Server</li> <li>1 HP Service Manager Foundation Floating User</li> <li>1 HP Service Manager Help Desk Floating User</li> <li>1 HP DecisionCenter IT Performance Analytics Named User</li> </ul>
HP IT Service Performance Suite Floating User 7.x without DecisionCenter IT Performance Analytics	<ul style="list-style-type: none"> <li>1 HP Service Manager Server</li> <li>1 HP Service Manager Foundation Floating User</li> <li>1 HP Service Manager Help Desk Floating User</li> </ul>
HP IT Service Performance Suite Named User 7.x	<ul style="list-style-type: none"> <li>1 HP Service Manager Server</li> <li>1 HP Service Manager Foundation Named User</li> <li>1 HP Service Manager Help Desk Named User</li> <li>1 HP DecisionCenter IT Performance Analytics Named User</li> </ul>
HP IT Service Performance Suite Named User 7.x without DecisionCenter IT Performance Analytics	<ul style="list-style-type: none"> <li>1 HP Service Manager Server</li> <li>1 HP Service Manager Foundation Named User</li> <li>1 HP Service Manager Help Desk Named User</li> </ul>
HP IT Change Management Suite Floating User	<ul style="list-style-type: none"> <li>1 HP Service Manager Change Management Floating User</li> <li>1 HP Release Control Change Edition Floating User</li> </ul>
HP IT Change Management Suite Named User	<ul style="list-style-type: none"> <li>1 HP Service Manager Change Management Named User</li> <li>1 HP Release Control Change Edition Named User</li> </ul>

## HP Service Manager Suite offerings

Suite	Offering includes
<i>HP SM Starter Suite Named User LTU</i>	<ul style="list-style-type: none"> <li>▪ 1 HP Service Manager Server</li> <li>▪ 25 HP Service Manager Foundation Named User</li> <li>▪ 25 HP Service Manager Help Desk Named User</li> <li>▪ 25 HP Service Manager Change Management Named User</li> <li>▪ 25 HP Service Manager Service Level Management Named User</li> </ul>
<i>HP SM Enterprise Suite with Connect-It Connectors and with Knowledge Management Named User LTU</i>	<ul style="list-style-type: none"> <li>▪ 1 HP Service Manager Server</li> <li>▪ 1 HP Service Manager Foundation Named User</li> <li>▪ 1 HP Service Manager Help Desk Named User</li> <li>▪ 1 HP IT Change Management Suite Named User</li> <li>▪ 1 HP Service Manager Service Level Management Named User</li> <li>▪ 1 HP Service Manager Request Management Named User</li> <li>▪ 1 HP Service Manager Knowledge Management Named User</li> <li>▪ 1,000 HP Service Manager Knowledge Management Employee Self Service Users</li> <li>▪ 1,000 HP Service Manager Catalog Employee Self Service Users</li> <li>▪ 1 HP Connector for Database User</li> <li>▪ 1 HP Connector for Email User</li> <li>▪ 1 HP Connector for LDAP User</li> </ul>
<i>HP SM Enterprise Suite with Connect-It and without Knowledge Management Named User LTU</i>	<ul style="list-style-type: none"> <li>▪ 1 HP Service Manager Server</li> <li>▪ 1 HP Service Manager Foundation Named User</li> <li>▪ 1 HP Service Manager Help Desk Named User</li> <li>▪ 1 HP IT Change Management Suite Named User</li> <li>▪ 1 HP Service Manager Service Level Management Named User</li> <li>▪ 1 HP Service Manager Request Management Named User</li> <li>▪ 1,000 HP Service Manager Catalog Employee Self Service Users</li> <li>▪ 1 HP Connector for Database User</li> <li>▪ 1 HP Connector for Email User</li> <li>▪ 1 HP Connector for LDAP User</li> </ul>
<i>HP SM Enterprise Suite without Connect-It and with Knowledge Management Named User LTU</i>	<ul style="list-style-type: none"> <li>▪ 1 HP Service Manager Server</li> <li>▪ 1 HP Service Manager Foundation Named User</li> <li>▪ 1 HP Service Manager Help Desk Named User</li> <li>▪ 1 HP IT Change Management Suite Named User</li> <li>▪ 1 HP Service Manager Service Level Management Named User</li> <li>▪ 1 HP Service Manager Request Management Named User</li> <li>▪ 1 HP Service Manager Knowledge Management Named User</li> <li>▪ 1,000 HP Service Manager Knowledge Management Employee Self Service Users</li> <li>▪ 1,000 HP Service Manager Catalog Employee Self Service Users</li> </ul>
<i>HP SM Enterprise Suite without Connect-It and without Knowledge Management Named User LTU</i>	<ul style="list-style-type: none"> <li>▪ 1 HP Service Manager Server</li> <li>▪ 1 HP Service Manager Foundation Named User</li> <li>▪ 1 HP Service Manager Help Desk Named User</li> <li>▪ 1 HP IT Change Management Suite Named User</li> <li>▪ 1 HP Service Manager Service Level Management Named User</li> <li>▪ 1 HP Service Manager Request Management Named User</li> <li>▪ 1,000 HP Service Manager Catalog Employee Self Service Users</li> </ul>

## HP Service Manager Suite offerings (continued)

Suite	Offering includes
<i>HP SM Enterprise Suite with Connect-It and with Knowledge Management Floating User LTU</i>	<ul style="list-style-type: none"> <li>▪ 1 HP Service Manager Server</li> <li>▪ 1 HP Service Manager Foundation Floating User</li> <li>▪ 1 HP Service Manager Help Desk Floating User</li> <li>▪ 1 HP IT Change Management Suite Floating User</li> <li>▪ 1 HP Service Manager Service Level Management Floating User</li> <li>▪ 1 HP Service Manager Request Management Floating User</li> <li>▪ 1 HP Service Manager Knowledge Management Floating User</li> <li>▪ 2,000 HP Service Manager Knowledge Management Employee Self Service Users</li> <li>▪ 2,000 HP Service Manager Catalog Employee Self Service Users</li> <li>▪ 1 HP Connector for Database User</li> <li>▪ 1 HP Connector for Email User</li> <li>▪ 1 HP Connector for LDAP User</li> </ul>
<i>HP SM Enterprise Suite with Connect-It and without Knowledge Management Floating User LTU</i>	<ul style="list-style-type: none"> <li>▪ 1 HP Service Manager Server</li> <li>▪ 1 HP Service Manager Foundation Floating User</li> <li>▪ 1 HP Service Manager Help Desk Floating User</li> <li>▪ 1 HP IT Change Management Suite Floating User</li> <li>▪ 1 HP Service Manager Service Level Management Floating User</li> <li>▪ 1 HP Service Manager Request Management Floating User</li> <li>▪ 2,000 HP Service Manager Catalog Employee Self Service Users</li> <li>▪ 1 HP Connector for Database User</li> <li>▪ 1 HP Connector for Email User</li> <li>▪ 1 HP Connector for LDAP User</li> </ul>
<i>HP SM Enterprise Suite without Connect-It and with Knowledge Management Floating User LTU</i>	<ul style="list-style-type: none"> <li>▪ 1 HP Service Manager Server</li> <li>▪ 1 HP Service Manager Foundation Floating User</li> <li>▪ 1 HP Service Manager Help Desk Floating User</li> <li>▪ 1 HP IT Change Management Suite Floating User</li> <li>▪ 1 HP Service Manager Service Level Management Floating User</li> <li>▪ 1 HP Service Manager Request Management Floating User</li> <li>▪ 1 HP Service Manager Knowledge Management Floating User</li> <li>▪ 2,000 HP Service Manager Knowledge Management Employee Self Service Users</li> <li>▪ 2,000 HP Service Manager Catalog Employee Self Service Users</li> </ul>
<i>HP SM Enterprise Suite without Connect-It and without Knowledge Management Floating User LTU</i>	<ul style="list-style-type: none"> <li>▪ 1 HP Service Manager Server</li> <li>▪ 1 HP Service Manager Foundation Floating User</li> <li>▪ 1 HP Service Manager Help Desk Floating User</li> <li>▪ 1 HP IT Change Management Suite Floating User</li> <li>▪ 1 HP Service Manager Service Level Management Floating User</li> <li>▪ 1 HP Service Manager Request Management Floating User</li> <li>▪ 2,000 HP Service Manager Catalog Employee Self Service Users</li> </ul>



## Additional license terms

The Software described in this Additional License Authorization ("ALA") is governed by the agreement set forth on the quote for the order referencing this Software. The terms of this ALA shall govern delivery of the Software and specifically take precedence over any different terms in such agreement to the extent of a conflict.

Term	Definition
A.	Unless stated otherwise, Licensee is authorized to Use one Device at a time for Licensee's Internal Use.
B.	Licensee accepts Software upon delivery.
C.	Third party suppliers are intended beneficiaries under this Agreement and independently may protect their rights in the Software in the event of any infringement. All rights not expressly granted to Licensee are reserved solely to HP or its suppliers.
D.	Licensee must reproduce all copyright notices that appear in or on the Software (including documentation) on all permitted copies or adaptations. Copies of documentation are limited to Internal Use.
E.	Licensee may not Use or allow any other person or entity to Use Software or Support for the provision of commercial timesharing, service bureau, managed, outsourcing, ASP, subscription or other services to any person or entity without written authorization from HP, pursuant to additional terms and conditions or a separate written agreement for such Use and where applicable licenses and fees.
F.	Licensee agrees that HP may audit relevant books and records (including electronic), devices computers and systems of Licensee and its service providers, consultants and contractors ( collectively, "Contractors") relating to the Software in order to verify Use of the Software in compliance with the Software license terms ( "License Terms") . HP may make copies of any such books and records. HP may conduct the audit itself, or at its option may use an independent third party. Audits may be conducted at any sites of Licensee, and its Contractors where copies of the Software are installed, Used or accessed, including remotely. HP will bear its own costs in connection with an audit. HP shall provide at least twenty one (21) calendar days prior notice of any audit, except when it has reasonable cause to suspect that there is an infringement of its intellectual property rights, in which case only two (2) working days' notice is required. Any audit would be performed during Licensee's normal business hours in a manner that minimizes disruption to Licensee's business. Licensee and its Contractors shall provide HP and its auditor with all assistance reasonably required in order to carry out the audit. If an audit reveals underpayments, then Licensee will pay HP such amounts invoiced by HP based on the prices for the Software license and Support fees specified in the local published HP price list in effect on the date of completion of the audit. If the underpayment exceeds by 5% the prices payable by Licensee for the Software and Support during the period covered by the audit, then Licensee will also pay the costs reasonably incurred by HP in connection with the audit and seeking compliance with this sub-section . HP's rights and remedies in this section shall be without prejudice to any additional rights or remedies it may have at law or in equity for Licensee's non-compliance with these License Terms. Licensee shall cause its Contractors to agree to, and comply with, the provisions of this section and shall be responsible for their non-compliance.

