



How to Locate Missing Software

HP Exstream



Due to unforeseen circumstances, your purchased software may not be in the location that was emailed to you in your Software Delivery Notification. You should see “Get License” and “Get Documentation” under deliverables, but you won’t see “Get Software.”

Your software is available for download through the MyUpdates Portal.

If you already know your company’s SAID (Service agreement identifier)

1. Go directly to MyUpdates at <http://www.hp.com/go/hpsoftwaresupport>. Click the “Downloads” tab. Then, click the “Software Updates” link. Click the “My Updates” link. If prompted, log in using your HP Passport account.
2. Select your SAID from the drop-down box or enter an SAID directly in the text box. Click the check box to accept the terms and conditions and click the “Submit” button.
3. Expand the product centers to view the products available. Click the checkbox of the desired products, and click the “Get software updates” button to view the downloads available for the selected products.
4. Click the “Get Software” link for the desired product.
5. Select the desired product from the list in the left box. Select the media to download from the list in the right box. You have 3 options to download: click the “Download Directly” button to immediately begin the download, use HP Download Manager, or add to your shopping cart to download at a later time.

If you do not have an SAID or you need assistance with any of the previous steps, please contact our Non-Technical Assistance Team at exstreamca@hp.com. They will be happy to assist you through the process.