

### Overview

#### ClearOS Software from HPE

An open source operating platform, Clear OS is uniquely tailored to fit the needs of almost any IT environment. ClearOS is simple, secure & affordable. Available in Community, Home and Business Editions, ClearOS provides complete server functionality, network & routing capabilities, gateway unified threat management & filtration. Each edition has the ClearOS Marketplace built into the Webconfig management console, allowing on-demand installation and management of over one-hundred IT related apps.

#### With HPE and ClearOS you can:

- Simplify deployment and management of advanced networks with just one or two servers.
  - Centralize directories for both on and off-premise solutions into one central platform cloud-management for all on-board server applications, networking protocols, and gateway security.
  - Deploy a fully functional IT solution out of the box, thus decreasing your overall complexity and cost of deploying a solution.
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#### What's New

- ClearOS Business Edition subscriptions are available for purchase from HPE (Bronze, Silver and Gold).
- ClearOS assisted install for supported Gen10 servers is now available in HPE Intelligent Provisioning and Rapid Setup.

More information is available at <http://www.hpe.com/servers/clearos>

**Notes:** HPE does not offer ClearOS support. ClearCenter provides all ClearOS support. ClearOS does not support the HPE Dynamic Smart Array B140i and S100i Controller. To configure drive arrays, use another HPE storage controller or use the software RAID included with ClearOS.

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## Standard Features

### At A Glance

#### ClearOS Subscriptions

- For more details on HPE servers supported and certified on ClearOS visit <http://www.hpe.com/servers/clearoscert>
- ClearOS Bronze and Silver subscriptions are self-supported; Gold subscriptions are ClearCenter supported via an email ticketing system.
- ClearOS subscriptions are priced per server, per year.
- ClearOS support incidents can be purchased directly from ClearCenter for self-supported Bronze and Silver subscriptions.
- ClearOS operates as application aware, meaning as additional applications are added to the ClearOS Marketplace, new applications will appear as a downloadable selection.
- Currently, ClearOS on HPE ProLiant MicroServer Gen10 will not be pre-loaded, supported or sold in the state of California, USA

ClearOS Business subscriptions are available in four levels (Bronze, Silver, Gold and Platinum) to provide a range of value-add, support services and product features to meet your individual needs.

All subscriptions build off ClearOS Community Edition (free forever) which includes:

- 75+ Open Source features/Apps
- Upstream Source Code Updates
- Webconfig Remote Management
- Upstream Security Fixes
- Automatic Updates

**Notes:** ClearVM Standard and Premium subscriptions are ONLY available from ClearCenter.

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## Standard Features

ClearOS Business				
	Bronze	Silver	Gold	Platinum
<b>Term</b>	1yr (3yr / 5yr optional)	1yr (3yr / 5yr optional)	1yr (3yr / 5yr optional)	1yr (3yr / 5yr optional)
<b>ClearOS Software (75+ Apps Included)</b>	Full Marketplace Access	Full Marketplace Access	Full Marketplace Access	Full Marketplace Access
<b>Priority Software Updates</b>	✓	✓	✓	✓
<b>Verified Software Updates</b>	✓	✓	✓	✓
<b>ClearCARE, Level I Support</b>	+\$ On-Demand Support Available	+\$ On-Demand Support Available	✓	✓
<b>ClearCARE, Level II Support</b>	+\$ On-Demand Support Available	+\$ On-Demand Support Available	+\$ On-Demand Support Available	✓
<b>ClearCARE, Level III Support</b>	+\$/hr	+\$/hr	+\$/hr	+\$/hr
<b>Email &amp; Remote Login Support</b>	Available with On- Demand Support Incident	Available with On- Demand Support Incident	✓	✓
<b>Phone Support</b>	-	-	-	✓
<b>10:00-18:00 EST (M- F) Availability</b>	-	-	✓	✓
<b>24 x 7 Emergency Outage Availability</b>	-	-	-	+\$
<b>Initial Response Time</b>	-	-	1 Business Day	4 Hour
<b>Primary / Secondary Sync</b>	✓	✓	✓	✓
<b>Remote Configuration Backup</b>	+\$	✓	✓	✓
<b>IDS Signature Updates</b>	+\$	✓	✓	✓
<b>Content Filter Deny lists &amp; Updates</b>	+\$	✓	✓	✓
<b>Web Proxy Auto Discovery</b>	+\$	✓	✓	✓
<b>Dynamic VPN</b>	+\$	✓	✓	✓
<b>Antimalware Rulesets</b>	+\$	✓	✓	✓
<b>Antispam Rulesets</b>	+\$	✓	✓	✓



## Standard Features

### SLA Definitions for ClearCARE

- **ClearCARE, Level I (break/fix) Support:** Includes email, remote login & documentation reference support for qualifying apps (see Marketplace Support Policy below). Server, Network and Gateway features that can be configured from Webconfig fall under the scope of Level I support.
- **ClearCARE, Level II (troubleshooting) Support:** Provides technical support for more advanced features or configurations of the server, network and gateway. Implementing features not exposed via the ClearOS Webconfig UI but can be achieved through the installation of core-software or making configuration changes via the command line form the bulk of Level II support requests. The recipient of Level II support from ClearCenter either has general knowledge of Linux, networking and manipulating configuration files or agrees to allow remote access to qualified ClearCenter support team members to perform required changes.
- **ClearCARE, Level III (consulting) Support:** Level III support is reserved for technical support incidents where it is difficult to scope the duration of time an incident may take to resolve or require an individual having an extremely high skill set - beyond that of team members handling Level I and II requests. Upon client approval, a support incident that has been categorized as Level III will be escalated to an individual on our sysadmin or software development team or within a trusted network of ClearCenter technology partners. End user will work directly with one or more individuals assigned to this issue until a mutually agreeable solution is found.

For more information on ClearCARE, and coverage details, please visit:

<https://www.clearos.com/products/support/clearcare-overview>

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### ClearOS Business subscriptions

ClearOS Business Edition subscriptions are designed to provide a wide range of features, value and support services to ensure your HPE servers are performing at their best and delivering maximum the maximum amount of value possible.

#### Notes:

- HPE does not provide support for either ClearOS. All Support is provided by ClearCenter, the company that produces ClearOS.
  - Native language support in over 80 languages for Platinum telephone support is available via a translation service meaning issues will be logged in the native language then translated and resolved in English and resolution responses will be translated back into the native language.
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## Configuration Information

### Models

#### Subscription Options

##### Product(s) available from HPE

ClearOS 7 FIO Multilingual Software

874549-B21

**Notes:** The Hewlett Packard Enterprise configure-to-order (CTO) preload SKU above is only available on ProLiant ML30, DL20 and ML110 Gen9 servers.

##### ClearOS Business Edition Subscription(s) available from HPE

ClearOS 7 Bronze 1yr Subscription E-LTU

Q7G68AAE

ClearOS 7 Bronze 3yr Subscription E-LTU

Q7G69AAE

ClearOS 7 Silver 1yr Subscription E-LTU

Q7G70AAE

ClearOS 7 Silver 3yr Subscription E-LTU

Q7G71AAE

ClearOS 7 ClearCare Gold 1yr Subscription 8x5 Support E-LTU

Q7G72AAE

ClearOS 7 ClearCare Gold 3yr Subscription 8x5 Support E-LTU

Q7G73AAE

**Notes:** All SKUs from HPE are delivered electronically - an email is sent with the activation key when a subscription is purchased.

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## Technical Specifications

### Terms and Conditions

This QuickSpecs is governed by the ClearCenter Terms & Conditions, applicable for such subscriptions.

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### Other product information

Additional product materials are available from the HPE Solutions for ClearOS™ at <https://www.hpe.com/servers/clearos>

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## Summary of Changes

Date	Version History	Action	Description of Change
15-Feb-2021	Version 9	Changed	Rebranding applied to QuickSpecs.
18-Jan-2020	Version 8	Changed	Standard Features sections was updated.
17-Aug-2020	Version 7	Changed	Overview, Standard Features, and Configuration Information sections were updated.
07-Oct-2019	Version 6	Changed	Overview, Standard Features, and Configuration Information sections were updated.
05-Mar-2018	Version 5	Changed	Overview, Standard Features, and Models sections were updated.
14-Aug-2017	Version 4	Changed	Overview section was updated.
07-Aug-2017	Version 3	Changed	Overview, Standard Features, and Models sections were updated.
		Added	SKUs added in Models section: Q7G68AAE, Q7G69AAE, Q7G70AAE, Q7G71AAE, Q7G72AAE, Q7G73AAE.
		Removed	SKUs were removed in Models section: COS032022-7B, COS032022-7S, COS032022-7G.
11-Jul-2017	Version 2	Changed	Overview, Standard Features, and Models sections were updated.
08-May-2017	Version 1	Created	New QuickSpecs



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