



# **HPE CloudSystem Solution Installation and Startup Service**

## **HPE Lifecycle Event Services**

The HPE CloudSystem Solution Installation and Startup Service provides you with a project manager, who will coordinate the technical preplanning, installation, configuration, testing, demonstration, and orientation of your integrated HPE CloudSystem solution.

This installation and startup service is used for all HPE CloudSystem Starter Kit SKUs in conjunction with purchase of the CloudSystem Foundation or CloudSystem Enterprise software. See service limitations for more details.

The HPE CloudSystem is a pre-integrated platform composed of the necessary hardware, software, and support services to provide a fully operational converged infrastructure. HPE CloudSystem Solution Installation and Startup Service is an integral part of the full HPE CloudSystem solution, which is included on each HPE CloudSystem Starter Kit order.

### **Service benefits**

- Installation and start-up services for your CloudSystem Foundation or CloudSystem Enterprise Software
- A project manager to manage the implementation of the service engagement (Implementation Service only)
- Verification prior to installation that all service prerequisites are met
- Installation and startup by a Hewlett Packard Enterprise technical specialist
- Availability of a Hewlett Packard Enterprise service specialist to answer basic questions during the delivery of this service
- Delivery of the service at a mutually scheduled time convenient to your organization during HPE business days and hours, excluding HPE holidays.

### **Service feature highlights**

- Service planning
- Service deployment
- Installation verification tests (IVT)
- Customer orientation session

**Table 1. Service features**

Feature	Delivery specifications
<b>Service planning</b>	Prior to service delivery, A Hewlett Packard Enterprise project manager, working remotely with Customer's designated representative will plan all the necessary activities, including the identification of any prerequisites, and schedule the delivery of the service at a time mutually agreed upon by HPE and the Customer, which shall be during local HPE standard business hours, excluding HPE holidays, unless otherwise agreed by HPE. Any services provided outside of HPE standard business hours may be subject to additional charges.
<b>Service deployment</b>	<ul style="list-style-type: none"> <li>Unpacking hardware and inspecting it for damage</li> <li>Integrating hardware into the Customer environment (power and network cabling)</li> <li>Installing and setting up the HPE CloudSystem solution hardware, firmware, and software (limited to one CloudSystem Starter Kit and four expansion kits)</li> <li>Installing and configuring the HPE ProLiant Management Server(s)</li> </ul> <p>Customer has a choice of management server deployment and must select one of the following 2 options below for this service:</p> <ol style="list-style-type: none"> <li>Two-node, non-clustered configuration with one node on a supported version of VMware ESXi for HPE OneView and HPE ICsp, and the second node with Red Hat Enterprise Linux with KVM enabled for the CloudSystem Enterprise software.</li> <li>Two-node VMware ESXi cluster configuration for HPE OneView and HPE ICsp on one server, and a second management node with VMware ESXi for CloudSystem Foundation appliance and CloudSystem Enterprise appliance. The two management nodes will be configured as a VMware ESXi cluster. VMware ESXi versions must be supported by HPE CloudSystem, HPE OneView, and HPE ICsp.</li> </ol> <ul style="list-style-type: none"> <li>Configure two servers as compute nodes with either VMware ESXi or Red Hat Enterprise Linux with KVM enabled; the compute nodes will become managed servers for the CloudSystem portal</li> <li>Install VMware vCenter Server and create an ESXi cluster</li> <li>Install and configure CloudSystem Foundation and CloudSystem Enterprise on the management cluster, or single management node configuration</li> <li>Integrate 3PAR block storage driver</li> <li>Upload two default Hewlett Packard Enterprise provided images</li> <li>Define up to two provider networks and up to four tenant networks</li> <li>Deploy two virtual machines (aka instances) using the CloudSystem Foundation portal</li> <li>Follow deployment of a simple enterprise service (one VM and one network) through design, publication, and subscription</li> <li>Install Operations Orchestration Studio on a client system provided by the customer meeting HPE Operations Orchestration minimum system requirements</li> </ul>
<b>Installation verification tests (IVTs)</b>	Hewlett Packard Enterprise will run the appropriate installation verification tests required for this service
<b>Customer orientation session</b>	Upon completion of the installation, the Hewlett Packard Enterprise service specialist will conduct a basic orientation session on product usage and special features and will be available to answer questions, as appropriate. This orientation session will be completed on the same day the installation is completed. Customer is responsible for ensuring attendance at this session and providing the necessary logistics to enable HPE to provide the orientation session.

## Service limitations

This service is limited to installation and start-up services for a single CloudSystem Starter Kit at a single physical site

Activities such as, but not limited to, the following are excluded from this service:

- Backup, recovery, and support of the operating system, other software, and data
- Application integration or integration of third-party products or peripherals not included with the system
- Operational testing of applications, or additional tests requested or required by the Customer
- Deployment of Matrix Operating Environment, Insight Control, or Virtual Connect Enterprise Manager is not included in this service. Customers requiring these products to be installed along with CloudSystem Foundation and Enterprise appliances should order the following:

- HPE CloudSystem Matrix Implementation Service (UK831E or HA115A1-5NL) and
- HPE CloudSystem Enterprise Software Installation and Startup Service (H4W55E or HA124A1-5VA)
- Service deployment on hardware not covered by an HPE warranty or service maintenance contract
- Service deployment on hardware covered by a third-party maintenance contract
- Services that, in the opinion of Hewlett Packard Enterprise, are required due to unauthorized attempts by non-HPE personnel to install, repair, maintain, or modify hardware, firmware, or software
- Service required due to causes external to the HPE maintained hardware or software
- Any services not clearly specified in this document

## Service eligibility

- Customers are eligible for the delivery of this service if they meet the necessary prerequisites. Prerequisites include, but are not limited to:
- The Customer has purchased an HPE CloudSystem Starter Kit
- The Customer has provided a cloud, network, or SAN design to Hewlett Packard Enterprise including, for example, VLAN design, host names, IP addresses, provider networks, tenant private networks, subnet details, and virtual routers or, at a minimum, has completed the technical pre-installation worksheet required to complete the CloudSystem deployment

## Customer responsibilities

The Customer will:

- Provide the Hewlett Packard Enterprise technician 10 days prior to the scheduled on-site service delivery with the necessary configuration information to complete the installation and startup service, such as network addressing and LUN configuration (if integration of an existing SAN is required), as well as with administrator access to environments with which the CloudSystem is being integrated (VMware vSphere, RHEL with KVM enabled, and/or a storage environment)
- Ensure that power and network connections are located next to planned installation location
- Ensure that all service prerequisites as identified in the 'Service eligibility' section have been met prior to the scheduled delivery date
- Ensure that all service prerequisites identified during the 'Service planning' activity have been met prior to the scheduled delivery date
- Uncrate products and place the boxes in the immediate location where the installation service will take place
- Schedule a date to complete the CloudSystem installation services within 90 days of the purchase date; the installation date must be scheduled within 90 days from the purchase date; however, completion of the installation can occur outside of this 90-day timeframe. If not scheduled in 90 days, then Hewlett Packard Enterprise has the right to reprice.
- Execute a 'Deployment Completion' letter indicating the CloudSystem installation services are complete, and Hewlett Packard Enterprise has no further obligations related to the delivery of these services. If Customer elects to forego delivery of any of the deployment activities (as detailed in the service deployment section in the service feature table above) during delivery of the on-site services, then HPE is not obligated to provide such services and HPE's obligations related to delivery of these services is deemed completed.
- Assign a designated person from the Customer's staff who, on behalf of the Customer, will grant all approvals; provide information; ensure that all hardware, firmware, and software that the Hewlett Packard Enterprise service specialist will need in order to deliver this service are available and that software products are properly licensed; and otherwise be available to assist HPE in facilitating the delivery of this service
- Adhere to licensing terms and conditions regarding the use of any Hewlett Packard Enterprise service tools used to facilitate the delivery of this service, if applicable
- Be responsible for all data backup and restore operations

## Data sheet

- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required
- Allow Hewlett Packard Enterprise full and unrestricted access to all locations where the service is to be performed
- Allow participation of your IT storage administrator, database administrator, and other selected staff to discuss business/operational objectives and any special requirements

In addition to scheduling the services within 90 days from purchase, services must be utilized and redeemed within one year from the date of purchase; services will expire at the end of one year from date of purchase if not used.

## General provisions/Other exclusions

- Hewlett Packard Enterprise reserves the right to charge, on a time and materials basis, for any additional work over and above the service package pricing that may result from work required to address service prerequisites or other requirements that are not met by the Customer.
- Hewlett Packard Enterprise reserves the right to re-price this service if the Customer does not schedule and provide for subsequent delivery within 90 days of purchase.
- Hewlett Packard Enterprise's ability to deliver this service is dependent upon the Customer's full and timely cooperation with HPE, as well as the accuracy and completeness of any information and data the Customer provides to HPE.
- Any travel charges that may apply; please contact any local Hewlett Packard Enterprise office

## Ordering information

The HPE CloudSystem Solution Installation and Startup Service can be ordered using the following service part number(s):

H4W57E or HA115A1-5VC

## For more information

For more information on Hewlett Packard Enterprise support services, contact any of our worldwide sales offices or visit the following website:

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

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



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