



HPE Matrix Operating Environment for ProLiant Installation and Startup Service

HPE Lifecycle Event Services

HPE Matrix Operating Environment for ProLiant Installation and Startup Service provides for the installation and configuration of the HPE Matrix Operating Environment for virtual workloads. This service enables the management of VMware and Microsoft® Hyper-V virtual resources.

HPE Matrix Operating Environment for ProLiant Installation and Startup Service includes pre-installation meetings to assess your environment's readiness for HPE Matrix Operating Environment for ProLiant and validation that the HPE Matrix Operating Environment (OE) prerequisites have been met. The service also includes installation and basic configuration of the HPE Matrix OE for ProLiant as well as an orientation session to review the product's functionality and to familiarize you with HPE Capacity Advisor, HPE Logical Server Management (LSM), and infrastructure orchestration (IO).

Certain critical requirements must be implemented prior to installation of HPE Matrix OE for ProLiant. In addition to the product documentation, please review the 'Service eligibility' and 'Customer responsibilities' sections of this data sheet.

Hewlett Packard Enterprise also offers services beyond the scope of this product, such as tailored HPE Matrix OE for ProLiant deployment services to meet your specific business needs with a customized Statement of Work (SOW).

Service benefits

- Professional deployment of HPE Matrix OE for ProLiant
- Service performed by a Hewlett Packard Enterprise technical specialist or authorized Hewlett Packard Enterprise business partner
- Verification prior to installation that all service prerequisites are met
- Expedited installation, provided all service prerequisites are met prior to commencement of service
- Reduced implementation time and cost
- Preliminary understanding of the basic functionality of HPE Matrix OE for ProLiant as used in your network environment
- Delivery of the service at a mutually scheduled time convenient to your organization

Service feature highlights

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

Table 1. Service features

Feature	Delivery specifications
Service planning	<p>Hewlett Packard Enterprise will schedule the onsite 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.</p> <p>A Hewlett Packard Enterprise service specialist will conduct planning and assessment sessions to review the Customer's environment. These sessions will include:</p> <ul style="list-style-type: none"> • Discussion of pre-installation activities • HPE Matrix OE for ProLiant site evaluation, which will include: <ul style="list-style-type: none"> – Running HPE Management Advisor and generating a status review of the Customer's HPE Insight Control environment – Reviewing the HPE Matrix OE for ProLiant site questionnaire and pre-installation checklist with the Customer • Generation of a site evaluation results report that lists the required tasks that must be completed in order to satisfy the HPE Matrix OE for ProLiant prerequisites • Confirmation with the Customer that the service prerequisites have been met
Service deployment	<p>Software deployment activities conducted by the service specialist on one central management server (CMS) will include:</p> <ul style="list-style-type: none"> • Confirmation that any required modifications or updates to the Customer's environment needed to bring the environment to the minimum prerequisites for this service have been made • Installation and basic configuration of HPE Matrix OE for ProLiant; this includes the installation or upgrade of required Insight Control software to support virtual workloads • Application of licenses for HPE Matrix OE for ProLiant as purchased by the Customer • Preparation and configuration of the managed nodes • Startup of the CMS and validation that components have been correctly installed
Installation verification tests (IVT)	Hewlett Packard Enterprise will run the appropriate installation verification tests required for this service.
Customer orientation session	<p>The Hewlett Packard Enterprise service specialist will conduct an onsite customer orientation session on product usage and special features and will be available to answer questions, as appropriate.</p> <p>Product usage information sharing includes the following:</p> <ul style="list-style-type: none"> • HPE Capacity Advisor • HPE Logical Server Management (LSM) • Infrastructure orchestration (IO) <p>During the customer orientation session, the service specialist will also review additional HPE services that may be appropriate for the Customer's environment.</p>

Service limitations

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

- 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 deployment on hardware covered by a third-party maintenance contract
- Resolution of hardware-related problems encountered during the verification testing process, unless covered by an active Hewlett Packard Enterprise warranty or an applicable HPE Hardware Support agreement
- Services required due to causes external to the HPE-maintained hardware or software
- Service deployment on hardware not covered by an Hewlett Packard Enterprise warranty or Hewlett Packard Enterprise support agreement
- Any services not clearly specified in this document (specifically, configuration of HPE Matrix OE for ProLiant recovery management requires the purchase of a separate installation and startup service; see 'Ordering information')

Installation and configuration of HPE BladeSystem c-Class enclosure hardware, and Virtual Connect Enterprise Manager software are not included in this service and are available separately from Hewlett Packard Enterprise (see 'Ordering information').

Migrating HPE Virtual Connect Enterprise Manager data from standalone versions of Virtual Connect Enterprise Manager to HPE Insight Dynamics for ProLiant is not included in this service and is available separately from Hewlett Packard Enterprise.

Network design and configuration services to integrate the network interconnect devices, including HPE Virtual Connect Ethernet and Virtual Connect Fibre Channel I/O profiles, into the Customer's environment are not included in this service and are available separately from Hewlett Packard Enterprise with the HPE Enhanced Network Installation and Startup Service for HPE BladeSystem (see 'Ordering information').

Setup of the server operating system to boot from a SAN is not included in this service and is available separately from Hewlett Packard Enterprise.

SAN design and configuration and backup and recovery processes are not included in this service and are available separately from Hewlett Packard Enterprise.

Installation and configuration of Microsoft SQL Server and any virtualization host environments are not included in this service and are available as separately orderable services from Hewlett Packard Enterprise.

Installation and configuration of the Kernel Virtual Machine (KVM) CMS to manage KVM virtual resource pools are not included in this service.

Service eligibility

To be eligible to receive this service, the Customer must meet the criteria identified in the 'Customer responsibilities' section of this document as well as the following software prerequisites for HPE Matrix OE for ProLiant:

- Server or hypervisor meeting the minimum requirements for HPE Matrix OE for ProLiant and Insight Control CMS; see the Matrix OE support matrix for more details
- Proper licensing for HPE Matrix OE for ProLiant

Customer responsibilities

The Customer will:

- Contact a Hewlett Packard Enterprise service specialist within 90 days of date of purchase to schedule the delivery of the service
- Ensure that all service prerequisites as identified in the 'Service eligibility' section have been met
- 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
- 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
- Provide sufficient network connectivity and ensure that any required network connectivity (LAN and VLAN) is configured and available to the enclosure to support either switch and/or pass-through configurations prior to the installation date
- Provide a designated HPE ProLiant server or supported hypervisor for deployment and management; the physical or virtual server must have a supported Windows® operating system preinstalled and configured (see Matrix OE support matrix for more details)

- Provide the HPE Insight Control for HPE BladeSystem DVD and the operating system media (and any associated product keys)
- Provide Hewlett Packard Enterprise with administrator-level access to the CMS and managed nodes
- Provide a network environment that is properly configured with Domain Name Services (DNS) to support the managed nodes appropriately
- Ensure that any required SAN storage and data LUNs are configured and available prior to the installation date
- Review and complete the pre-installation checklist and provide it to the service specialist

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.
- Travel charges may apply; please consult your local office.

Ordering information

This service can be ordered using the following service part number(s):

- UF819E or HA124A1-59D for HPE Installation and Startup Service for Matrix Operating Environment for ProLiant

Additional HPE services to assist with the HPE Matrix OE for ProLiant prerequisites:

- UK830E or HA124A1-5FX for HPE Installation and Startup Service for HPE Matrix OE recovery management
- HPE Installation and Startup Service for HPE BladeSystem c-Class Infrastructure:
 - UE602E or HA114A1-5FY for HPE BladeSystem c7000 Enclosure
 - UF817E or HA114A1-5N9 for HPE BladeSystem c3000 Enclosure
- UF369E or HA124A1-59B for HPE Installation and Startup Service for HPE Insight Control
- HPE Enhanced Network Installation and Startup Service for HPE BladeSystem (for configuration of BladeSystem Ethernet network):
 - UE603E or HA124A1-56H for HPE BladeSystem c7000 Enclosure
 - UF814E or HA124A1-5N6 for HPE BladeSystem c3000 Enclosure
- UF816E or HA124A1-5N8 for HPE Installation and Startup Service for HPE Virtual Connect Enterprise Manager

For configuration of HPE Integrity server blades and BladeSystem SAN switches, backup and recovery design and configuration services, boot from SAN, or any other services, contact your local Hewlett Packard Enterprise sales office for more information on Hewlett Packard Enterprise's broad portfolio of services.

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
www.hpe.com/services/lifecycleevent

