HPE Synergy Installation and Remote Configuration Service

HPE Lifecycle Services

Service overview

HPE Synergy Installation and Remote Configuration Service consists of three basic fixed-price, fixed-scope installation, and deployment services for your HPE Synergy 12000 Frame(s):

• First Frame Installation and Remote Configuration Service for HPE Synergy provides installation and deployment service for your initial HPE Synergy 12000 Frame and the initial HPE OneView Management Ring configuration.

• Additional Frame Installation and Remote Configuration Service for HPE Synergy provides installation and deployment service for a single additional HPE Synergy 12000 Frame in your environment; purchase additional instances of this service along with the Basic First Frame Install and Deployment Service to deploy up to four frames total in a single rack.

• Additional Management Ring Remote Configuration Service for HPE Synergy provides installation and deployment service for a single HPE Synergy 12000 Frame and configuration of one new management ring beyond the first.

All services are more fully described in the Service Features section of this data sheet.

For multiframe configurations, the Additional Frame Installation and Remote Configuration Service must be purchased for each frame beyond the first and will be delivered by Hewlett Packard Enterprise at the same time as the First Frame Installation and Remote Configuration or Additional Management Ring Remote Configuration described previously. This service should be ordered on a per-frame basis to add installation and deployment for any additional frames and associated modules in it to be added to the same HPE OneView Management Ring that is to be configured with the First Frame Installation and Remote Configuration or Additional Management Ring Remote Configuration Service.

Service benefits

• Installation and startup by an HPE technical specialist

• Availability of an HPE service specialist to answer basic questions during the delivery of this service

• Delivery of the service at a convenient, mutually scheduled time, during local HPE standard business days and hours, excluding HPE holidays

• Verification prior to installation that all service prerequisites are met

Service feature highlights

• Service planning

• Service deployment

• Installation verification tests (IVTs)

• Customer orientation session

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Table 1. Service features

Feature	Delivery specifications
Service planning	Upon completion of the predelivery checklist, the HPE service specialist will remotely plan all the necessary activities, including the identification and communication of any prerequisites, verification of applicable module parameters for installation under the scope of these deployment activities as set forth in the Customer Intent Document (CID), and schedule delivery of the service at a time mutually agreed upon by HPE and the Customer, which shall be during local HPE standard business days and hours, excluding HPE holidays, unless otherwise agreed by HPE. Any services provided outside of HPE standard business hours may be subject to additional charges.

Service deployment	Based on Customer's order, as part of the service deployment for either i) Basic First Frame Installation and Deployment, ii) Additional Frame Installation Deployment, or iii) Additional Management Ring Configuration Services, the HPE service specialist will perform the following hardware installation activities, as applicable, based on the CID:
	
	Hardware installation
	
	Hardware deployment activities will be performed on-site and will include basic installation of the following supported hardware, as applicable, according to the products' setup and installation guide procedures:
	
	• One (1) HPE Synergy 12000 Frame, including power supplies and fans (frame configuration includes setup of the HPE Synergy Frame Link modules)
	• HPE Synergy Composer
	• HPE Synergy Ethernet interconnects and Fibre Channel interconnects, including HPE Virtual Connect Ethernet and HPE Virtual Connect Fibre Channel modules
	• HPE Synergy Compute modules, including compute module qualified options
	• HPE Pass-Thru modules for HPE Synergy
	• HPE SAS Connection modules
	• HPE Synergy Storage modules
	
	See the current HPE OneView Support Matrix at the HPE Support Center for details on supported devices. Note that connectivity to devices not listed as supported in the HPE OneView Support Matrix document is not included in this service.
	
	Hardware deployment will include configuration of HPE iLO management processors and verification that the existing firmware is at an HPE supported revision.
	
	One instance of Additional Frame Installation and Remote Configuration Service must be purchased for each additional frame being added to the management ring.
	
	HPE OneView software/firmware configuration
	
	As part of the service deployment for First Frame Installation and Remote Configuration or Additional Management Ring Remote Configuration, HPE will remotely perform the following activities based on CID:
	
	• Perform the first-time setup steps for the first frame of a ring as detailed in the following:
	  – Basic configuration of Ethernet settings to establish connectivity with the Customer's network
	  – Validation of access to the HPE Synergy Composer from a browser client
	  – Downloading and installation of the latest Service Pack for ProLiant (SPP) ISO images, as required in accordance with HPE entitlement requirements (The Customer must be under active warranty or support to download SPP.)
	• Use HPE Synergy Composer, in accordance with the HPE OneView user guide, to define networks, network set templates, logical interconnect group, and enclosure group for HPE OneView managed devices
	• Import one (1) HPE OneView supported HPE 3PAR StoreServ Storage array and an HPE OneView supported SAN manager, and perform storage configuration as defined in the following:
	  – Addition of storage pools
	  – Addition or creation of storage volumes
	  – Attachment of volumes to server profiles
	  – Addition of a supported SAN manager (if applicable)
	• Define and deploy HPE Synergy server profiles, which define server attributes for HPE Synergy compute modules, as follows:
	  – Firmware baseline
	  – Network connectivity (Ethernet and Fibre Channel)
	  – Local storage and/or SAN storage volume configuration
	  – Boot order
	  – BIOS configuration
	  – Virtual or physical IDs (Ethernet MAC, Fibre Channel WWN, serial number/UUID)
	• Configure SNMP trap forwarding and HPE OneView Remote Support
	
	Note: Connectivity to devices not listed as supported in the HPE OneView Support Matrix document is not included in this service.

Table 1. Service features (continued)

Feature	Delivery specifications
IVTs	Deployment of the HPE Synergy frame includes basic installation and configuration services in accordance with the product setup and installation guide. HPE will perform standard IVT procedures in the course of following the configuration steps previously outlined.
Customer orientation session	The HPE service specialist will conduct a remote orientation session at a mutually agreed date and time not to exceed five hours, on product usage and special features and will be available to answer questions as appropriate. The Customer is responsible for ensuring attendance at this session and for handling any logistics necessary to enable HPE to provide the orientation session.

Service limitations

First Frame Installation and Remote Configuration Service for HPE Synergy or Additional Management Ring Remote Configuration for HPE Synergy and Additional Frame Installation and Remote Configuration Service for HPE Synergy are recommended for purchase for up to three (3) additional frames in a single rack. For larger configurations, HA454A1-300 — HPE Factory Express Synergy Initial Frame Pkg 4 Service and HA454A1-301 — HPE Factory Express Synergy Add-on Frame Pkg 4 Service are recommended for purchase.

Any Additional Frame Installation and Remote Configuration for HPE Synergy services purchased will be delivered by HPE in conjunction with the First Frame Installation and Remote Configuration Service for HPE Synergy or Additional Management Ring Remote Configuration Service for HPE Synergy.

Purchase of Additional Management Ring Remote Configuration Service for HPE Synergy is required for configuration of any HPE OneView Management Ring not included with the First Frame Installation and Remote Configuration Service for HPE Synergy. Additional Management Ring Remote Configuration Service for HPE Synergy includes physical installation of a single frame and the components in it.

Each additional frame requires the purchase of quantity one (1) of HPE Synergy Additional Frame and Remote Configuration Service.

Installation and deployment services — First Frame Installation and Remote Configuration Service for HPE Synergy, Additional Management Ring Remote Configuration Service for HPE Synergy, or Additional Frame Installation and Remote Configuration Service for HPE Synergy — must be purchased for each frame being installed under this service.

The installation and configuration of one (1) HPE Synergy 12000 Frame per instance of the service is delivered as a single event at one physical site.

Initial installations require purchase of a quantity of one (1) HPE Synergy First Frame Installation and Remote Configuration Service for the first frame, plus a quantity of one (1) HPE Synergy Additional Frame Installation and Remote Configuration Service for each additional frame in the same HPE OneView Management Ring being deployed. When multiple additional frame services are purchased, all frames for which installation and deployment services were purchased will be installed as a single event delivered on contiguous business days at a single site.

Additional HPE OneView Management Rings require purchase of a quantity of one (1) Additional Management Ring Remote Configuration Service for HPE Synergy for the first frame in the new ring plus a quantity of one (1) Additional Frame Installation and Remote Configuration Service for HPE Synergy for each additional frame in the same HPE OneView Management Ring being deployed.

Services will be performed during HPE local business days and hours, excluding HPE holidays, and will be delivered on contiguous business days based on the services purchased.

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

• Services that, in the opinion of HPE, are required due to unauthorized attempts by third-party personnel to install, repair, maintain, or modify hardware, firmware, or software

• Planning, design, implementation, configuration, or assessment of the Customer's network and any preexisting network devices

• Services required due to causes external to the HPE maintained hardware or software

- Resolution of hardware-related problems encountered during the verification testing process requiring replacement of hardware

- Service deployment on hardware not covered by an HPE warranty or HPE support agreement

- Service deployment on hardware covered by a third-party maintenance contract

- Installation and startup of HPE Image Streamer

- Expansion of an existing HPE OneView Management Ring

- Installation and configuration of Microsoft SQL Server or VMware®, which are available separately from HPE

- Design and configuration of storage area networks (SANs) or backup and recovery processes, which are available separately from HPE

- Connectivity to devices not listed as supported in the HPE OneView Support Matrix document is not included in this service and may be available separately from HPE

- High-availability design, including

  – Virtual Router Redundancy Protocol (VRRP)

  – Intelligent Resilient Framework (IRF)

- Creation of a custom golden image with HPE Image Streamer

- Authentication (TACACS+, AAA, and RADIUS) integration

- Routing protocols (other than static routes)

- VoIP

- Quality of service (QoS)

- Class of service (CoS)

- Load balancing

- Traffic shaping

- Spanning Tree Integrations (advanced implementations)

- Security and access control lists (ACLs)

- Set up virtual private networks (VPNs)

- Dual-hop FCoE

- Any services not clearly specified in this document

Service eligibility

Customers are eligible for the delivery of this service if they meet the following prerequisites:

- The criteria identified in the "Customer responsibilities" section are met, and the Customer is properly licensed for the supported operating system to be installed (Microsoft Windows Server, Red Hat® Enterprise Linux®, or SUSE Linux Enterprise Server).

- The HPE Synergy frame and devices to be installed are under active warranty or support agreement with HPE.

Note: Multisubnet or VLAN configurations are supported but configuring this type of environment is outside the scope of the HPE Synergy Basic Installation and Deployment Service.

Note: For a list of all supported frames, compute modules, interconnects, and storage modules, see the HPE OneView Support Matrix, available at the HPE Support Center.

Note: Supported browsers include Microsoft Internet Explorer, Microsoft Edge, Mozilla Firefox, and Google Chrome™. However, this list is subject to change without notice; see the current HPE OneView Support Matrix available at the HPE Support Center, for the most current list of supported browsers.

Customer responsibilities

The Customer will:

• Ensure that all service prerequisites as identified in the "Service eligibility" section have been met

• Uncrate products and place the boxes in the immediate location where the installation service will take place

• Assign a designated person from the Customer's staff who, on behalf of the Customer, will grant all approvals, provide information, 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 HPE 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 HPE full and unrestricted access to all locations where the service is to be performed

• Review, fully complete, and provide the CID to the HPE service specialist prior to delivery of this service

General provisions / other exclusions

HPE 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.

Customer acknowledges and agrees that HPE may use resources outside the country of purchase for delivery of these services unless otherwise specified as part of a service feature description.

HPE'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.

Upon receipt of an acceptable order, HPE will contact the Customer within seven (7) business days to organize a service delivery date. Service delivery dates are subject to resource availability and may be scheduled up to 30 days from the order acceptance date.

The Customer must schedule and receive delivery of these services within 180 days from order acceptance. HPE reserves the right to reprice for services not scheduled and delivered within 180 days. Backorders or shipment delays may affect the delivery timeline. Orders for services will expire after 365 days (one year) from the order acceptance date for services not scheduled and delivered, and the Customer will not be entitled to a refund for the unused services.

To the extent HPE process personal data on the Customer's behalf in the course of providing services, the HPE Data Privacy and Security Agreement Schedule — HPE Support and Professional Services found at hpe.com/us/en/legal/customer-privacy.html shall apply.

Ordering information

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

• HA9J1E or HA124A1#V0F — HPE Synergy First Frame Remote Config SVC

• HA9J2E or HA124A1#V0L — HPE Synergy Add Frame Remote Config SVC

• HA9J3E or HA124A1#V0M — HPE Synergy Mgmt Ring Remote Config SVC

Learn more at
HPE.com/services/lifecycleservices

[Chat now (sales)]

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