

HPE Image Streamer Installation and Startup Service

HPE Lifecycle Services

Service overview

HPE Image Streamer Installation and Startup Service provides the installation and basic software configuration for one pair of HPE Image Streamers into an existing HPE Synergy environment. This service can be purchased to introduce a pair of HPE Image Streamers to an existing HPE Synergy environment that does not currently have them installed or to expand an existing HPE Image Streamer environment. This service must be purchased for each pair of HPE Image Streamers being added to an existing HPE Synergy configuration.

Service benefits

- Delivery of the service at a mutually scheduled time convenient to the Customer’s organization
- Verification prior to the installation that all service prerequisites are met
- Service performed by an HPE technical specialist
- Allows Customer’s IT resources to stay focused on their core tasks and priorities
- Designed to reduce implementation time and cost

Service feature highlights

- Service planning
- Installation and HPE Synergy Composer configuration, which is powered by HPE OneView (HPE Synergy Composer), to enable the newly installed pair of HPE Image Streamers

Table 1. Service features

Feature	Delivery specifications
Service planning	Prior to installation, the HPE service specialist conducts a remote site preparation meeting to review and verify if all requirements and prerequisites for the installation and startup services have been met by the Customer. The HPE service specialist schedules the delivery of the service at a time mutually agreed upon by Hewlett Packard Enterprise and the Customer, which shall be during local HPE standard business hours excluding HPE holidays, unless otherwise agreed upon by HPE. Any services provided outside of HPE standard business hours may be subject to additional charges.
Hardware installation	<ul style="list-style-type: none">• Move and recable HPE Synergy Composer(s) as required for HPE Image Streamer Installation and Startup Service• Install and cable the two HPE Image Streamer hardware products• Check the HPE Image Streamer appliance health status in the HPE OneView deployment server pages through the HPE Synergy Composer user interface

Table 1. Service features (continued)

Feature	Delivery specifications
HPE OneView configuration	<ul style="list-style-type: none"> • Synchronize HPE Image Streamer firmware to a version compatible with the HPE Synergy Composer firmware currently installed in the Customer's environment • Confirm that the pair of HPE Image Streamer hardware products have been discovered and validated by using the Customer's existing HPE Synergy Composer enclosure manager pages • Create or modify the HPE OneView management network subnet IP address ranges to accommodate the newly installed HPE Image Streamer products • Create or modify the deployment network subnet IP address ranges to accommodate the newly installed HPE Image Streamer products • Create or modify one enclosure group for the HPE Image Streamer appliance pair • Add HPE Image Streamer pair port connections to a logical interconnect group (LIG) or create a new LIG as required • Add an HPE Image Streamer OS deployment server into HPE Synergy Composer configuration, as required • Add HPE Image Streamer to a logical enclosure (LE) or create a new LE as required
Installation verification tests (IVTs)	HPE runs HPE standard IVTs required for this service, such as POSTs specific to the products being installed, verification of product operation, and verification that the current device software and firmware are loaded. As part of the installation tasks, HPE deploys the HPE supplied support test image to a Customer's server in the LE to validate the completion of installation and specific HPE OneView configuration tasks as set forth previously.
Customer orientation session	Upon completion of the installation and on the same day as the installation, the HPE service specialist conducts an orientation session, not to exceed one hour in duration, on basic HPE Image Streamer Installation and Startup Service usage and certain special features and shall be available to answer questions, as appropriate. This session is not intended as a classroom activity or substitute for formal product training. The Customer is responsible for ensuring participation in this session.

Service eligibility

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

- HPE Synergy Composer must be at an HPE supported minimum revision level.
- Customer must have an existing HPE Synergy environment that includes HPE Synergy Composer at a supported revision level. This service is specifically for the installation of a pair of HPE Image Streamers into an existing HPE Synergy environment.
- The Customer must purchase the HPE Synergy Additional Frame Installation and Startup Service (HA124A1#5ZQ) for each HPE Synergy frame being added to the existing HPE Synergy configuration.
- The HPE Synergy Additional Frame Installation and Startup Service may be performed concurrently with the HPE Image Streamer Installation and Startup Service.

Service limitations

- This service will be delivered using a combination of on-site and remote delivery resources at HPE's discretion.
- Services are restricted to a single IT environment location under the direct day-to-day management and cooperation of one Customer-designated primary contact.
- Any services not clearly specified in this document are excluded from this service.
- Services are limited to installation and basic HPE Synergy Composer configuration for two HPE Image Streamer Installation and Startup Service products into an existing HPE Synergy environment at one Customer location.

Customers who are expanding a single frame, nonproduction HPE Image Streamer Installation and Startup Service configuration are not eligible for this service and should purchase the HPE Synergy First Frame Service (HA124A1#5ZM) and HPE Synergy Additional Frame Installation and Startup Service (HA124A1#5ZQ) to bring their configuration to a production-ready environment.



The following activities are excluded from this service:

- **Creation of golden images or provisioning of operating systems** — For Customers requiring this service, consider HPE Synergy Image Streamer Implementation Service (H5UP9A1).
- **Adding additional HPE Synergy frames to the Customer configuration** — Customers expanding their HPE Synergy configuration with additional HPE Synergy frames must purchase HA124A1#5ZQ or U8JM4E, HPE Synergy Additional Frame Installation and Startup Service for each frame being added.
- **Updating HPE Synergy firmware or software for other HPE Synergy components** — Updating firmware and/or software is limited to updating the two new HPE Image Streamer products to the appropriate revision to align with the installed HPE Synergy Composer version.

Customer responsibilities

The Customer:

- Allows HPE full and unrestricted access to all locations where the service is to be performed
- Assigns 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
- Be responsible for all data backup and restore operations
- Completes and returns the prerequisite HPE pre-delivery checklist or Customer Intent Document (CID) (as applicable) to the service specialist at least two weeks prior to the installation
- Contacts an HPE service specialist to schedule the delivery within 90 days of the date of purchase of the service
- Ensures that all service prerequisites as identified in the "Service eligibility" section or otherwise identified in the service planning process have been met prior to the service deployment
- Provides a suitable work area for the delivery of the service, including access to an outside telephone line, power, and any network connections required
- Provides all hardware and software products and be properly licensed for any software that will be implemented as part of this service
- Uncrates products and places the boxes in the immediate location where the installation service will take place
- Ensures that the existing HPE Synergy Composer is at an HPE supported software version level and that the existing HPE Synergy frame and internal components are at an associated, supported HPE Synergy custom Service Pack for ProLiant (SPP) version level. Valid software release versions can be found at hpe.com/downloads/synergy

General provisions / other exclusions

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

- Services required due to the failure to incorporate any system fix, repair, patch, or modification provided by HPE
- 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
- Operational testing of applications or additional tests requested or required by the Customer
- Services that, in the opinion of HPE, are required due to improper treatment or use of the products or equipment
- Services required due to the failure to take avoidance action previously advised by HPE
- Backup and recovery of the operating system, other software, and data
- Troubleshooting for interconnectivity or compatibility problems
- Support for network-related problems
- Any services provided outside of HPE standard business days and hours may be subject to additional charges
- Customer acknowledges and agrees that HPE may use resources outside the country of purchase for delivery of these services
- HPE reserves the right to reprice this service if the Customer does not schedule and provide for the subsequent delivery within 90 days of the purchase



Data sheet

- 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 HPE
- Check with a local HPE authorized representative to find out whether a specific location is eligible for this service
- Any service not clearly specified in this document
- 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

Supplemental terms

The following supplemental terms apply to these services and take precedence in the event of any conflict:

- 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 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.

Ordering information

To obtain further information and order this service, contact a local HPE sales representative and reference the following service product numbers.

HPE Image Streamer Installation and Startup Service can be ordered using the following SKUs:

- HA124A1#5YQ (Flexible)
- H1RU1E (Fixed)

Learn more at

[HPE.com/services/support](https://hpe.com/services/support)

[HPE.com/services/lifecycleservices](https://hpe.com/services/lifecycleservices)

