

# Installation and startup service for HPE Alletra Storage Server 41x0

## Service overview

The installation and startup service for HPE Alletra Storage Server 41x0 helps install the new offering and eligible operating system. With this service, you can make your new HPE Alletra Storage Server 41x0 and operating system operational in a timely and professional manner.

## Service benefits

This service provides a trained HPE service specialist who installs while meeting the HPE quality standards. It also offers:

- Service delivery at a mutually scheduled time convenient to your organization.
- Effective utilization of HPE products from the knowledge gained during on-site service delivery.
- Custom installation as detailed in delivery specification sections or a statement of work (SOW).
- Verification that all service prerequisites are met before installation.

## Service features highlights

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



## Specifications

**Table 1.** Service features

Features	Delivery specifications
<b>Service planning</b>	<p>An HPE service specialist will confirm with the Customer that the prerequisites have been met and schedule the service delivery 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.</p> <p>Any services outside HPE standard business hours may be subject to additional charges.</p>
<b>Service deployment</b>	<p>The deployment activities will include:</p> <ul style="list-style-type: none"> <li>• Hardware: <ul style="list-style-type: none"> <li>– Installation of the server: Unpacking the server, inspecting it for damage, and installing it according to the product specifications (if the server is part of a rack system, it will be inserted into the rack).</li> <li>– Installation of hardware options: System hardware options purchased with the system will be installed at the same time.</li> <li>– Physical connection of the product to a LAN, as appropriate.</li> <li>– Consolidation of all packaging material and notification to the Customer that the materials are ready for removal.</li> </ul> </li> <li>• Software: <ul style="list-style-type: none"> <li>– Installation of one eligible operating system. Eligible operating systems are defined here: For Microsoft Windows Server: <ul style="list-style-type: none"> <li>▫ Installation of the operating system and the appropriate network protocols, as required</li> <li>▫ Creation of a Windows Server account with up to three user accounts</li> <li>▫ Creation and setup of one Windows Server file share on a local disk</li> </ul> </li> <li>For Linux® server: <ul style="list-style-type: none"> <li>▫ Installation of the operating system and the appropriate network protocols, as required</li> <li>▫ Installation of HPE drivers, as applicable</li> <li>▫ Creation of a Linux server account with up to three user accounts</li> </ul> </li> </ul> <p>Enabling remote support to allow automatic case creation for hardware failures and proactive deliverables provided under applicable service levels. This enablement is for supported devices only and is conditional on a foundational HPE remote support application already established in the Customer's server environment. For more information on remote support, go to <a href="https://hpe.com/services/getconnected">hpe.com/services/getconnected</a>.</p> <p>Get more information on HPE certified and supported HPE Alletra Storage Server 41x0 operating systems, virtualization software, and the latest listing of software drivers available for your server here: <a href="https://hpe.com/info/ossupport">hpe.com/info/ossupport</a>.</p> </li> </ul>
<b>Installation verification tests</b>	<p>HPE will run the appropriate IVTs for this service, such as power-on self-tests (POSTs) specific to the product being installed, verification of product operation, and verification that the current device software and firmware are loaded.</p>
<b>Customer-orientation session</b>	<p>Upon completion of the deployment activities, the HPE service specialist will provide an orientation session, up to one hour, on the product and/or technology, to include information on basic hardware product usage and hardware features.</p>

## Service eligibility

Customers must meet the following prerequisites for the service delivery:

- Have a new HPE Alletra Storage Server 41x0 and a supported version of Microsoft or Linux operating system and valid licenses
- Have no earlier version of the operating system installed on the new HPE Alletra Storage Server 41x0 for which this service is to be applied
- Have all cabling and network connections installed and functional



## Service limitations

Excluded from this service are activities such as, but not limited to, the following:

- Service deployment on hardware not covered by an HPE warranty or support agreement
- Service deployment on hardware covered by a third-party maintenance contract
- Operating system provisioning with a third-party or customized software tool
- Installation of ineligible operating systems or more than one operating system
- Planning, design, implementation, or assessment of the Customer's overall SAN or fabric architecture
- Services that, in the opinion of Hewlett Packard Enterprise, are required due to unauthorized attempts by third-party personnel to install, repair, maintain, or modify hardware, firmware, or software
- Site inspection activities such as a comprehensive analysis of the Customer facility's power, cooling, humidity, airborne contaminant, vibration levels, and determination of whether the data center's raised floor has sufficient structural capability to accommodate the weight of newly installed equipment
- Environmental compliance or site preparation
- External cabling
- Application integration or integration of third-party products or peripherals not included with the system
- Assembly of external storage devices
- Assembly of racks or other computer room site preparation
- Software training, troubleshooting, repair, tuning, or customization
- Any services not clearly specified in this document

## Customer responsibilities

Customers will:

- Contact an HPE specialist within 90 days of the date of purchase to schedule the service delivery.
- Coordinate service deployment on third party-maintained products (if applicable) with HPE.
- Designate a person from the Customer's staff who, on the Customer's behalf, will grant all approvals, provide information, and otherwise be available to assist HPE in facilitating the service delivery.
- Ensure that all service prerequisites identified under Service eligibility' are met.
- Ensure that all site preparation, power supply compatibility requirements, network cabling and configuration, and other specified service prerequisites, as listed in the Service eligibility section, have been met.
- Allow HPE full and unrestricted access to all locations where the service will be performed.
- Provide a suitable work area for service delivery, including access to an outside telephone line, power, and any network connections required.
- Be responsible for all data backup and restore operations.

## General provisions / other exclusions

- HPE reserves the right to charge, on a time-and-materials basis, for any additional work over and above this service package pricing that may result from work required to address service prerequisites or other requirements the Customer does not meet.
- HPE reserves the right to reprice this service if the Customer does not schedule and provide for subsequent delivery within 90 days of purchase.
- HPE's ability to deliver this service depends on the Customer's full and timely cooperation with HPE, as well as the accuracy and completeness of any information and data that the Customer provides to HPE.
- Travel charges may apply; consult your local office.



## Supplemental terms

The following supplemental terms apply to these services and take precedence in case 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 will expire after 365 days (one year) from the order acceptance date for services not scheduled and delivered. Customers will not be entitled to a refund for the unused services.

## Ordering information

This service can be used with the following SKUs:

- HA114A1#V1L
- HA114A1#V19

## Learn more at

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

