

HPE ProLiant for Microsoft Azure Stack Hub on-site hardware installation services

HPE Support Services

Service overview

HPE ProLiant for Microsoft Azure Stack Hub on-site hardware installation services provides planning, service deployment, and installation of solution hardware at the time of initial solution installation.

To help Customers best match their deployment needs, HPE ProLiant for Microsoft Azure Stack Hub on-site hardware installation is available in three distinct services ([see the Service deployment in Table 1](#) for more details):

1. HPE ProLiant for Microsoft Azure Stack Hub rack installation service
2. HPE ProLiant for Microsoft Azure Stack Hub server installation service
3. HPE ProLiant for Microsoft Azure Stack Hub switch installation service

Each service includes a scheduled meeting with an HPE service specialist to prepare for the installation. [See the Service planning in Table 1](#) for more details.

Customer must purchase the appropriate installation options and associated quantities based upon their installation requirements. [See the "Ordering information" section](#) for more details.

Service benefits

- Installation by an HPE technical specialist
- Delivery of the service at a mutually scheduled time convenient to Customer organization
- Verification prior to installation that all service prerequisites are met

Service features highlights

- Service planning
- Service deployment
- Installation verification tests (IVTs)



Specifications

Table 1. Service features

Features	Delivery specifications
Service planning	Prior to installation, an HPE service specialist conducts a remote service planning meeting to identify, review, and verify all requirements and prerequisites for this service have been met by the Customer. The service specialist then schedules the 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	<p>The HPE ProLiant for Microsoft Azure Stack Hub rack installation service delivers the on-site installation according to HPE product documentation and startup of one HPE ProLiant for Microsoft Azure Stack Hub factory-built rack.</p> <p>The HPE ProLiant for Microsoft Azure Stack Hub server installation service delivers the on-site hardware installation according to HPE product documentation and cabling of one Azure Stack Hub-supported compute/management node within an HPE ProLiant for Microsoft Azure Stack Hub supported rack.</p> <p>The HPE ProLiant for Microsoft Azure Stack Hub switch installation service delivers the on-site hardware installation according to HPE product documentation and cabling of one Azure Stack Hub-supported top-of-rack / management network switch within an HPE ProLiant for Microsoft Azure Stack Hub supported rack.</p>
IVTs	HPE runs the appropriate HPE standard IVTs required for this service.

Service eligibility

In addition to any other prerequisites that may be communicated to Customer by Hewlett Packard Enterprise, they must meet the following prerequisites:

- The Customer must provide a suitable physical operating environment that meets all environmental and operational specifications for the HPE ProLiant for Microsoft Azure Stack Hub, including implementation of any recommendations made by HPE during the service planning meeting.
- Customer-eligible networks must be configured properly in accordance with the product documentation, and configuration must be completed in advance of HPE's delivery of this service.
- To be eligible to purchase this service, the Customer must be properly licensed to use a currently supported revision of the Azure Stack Hub software at the time the installation begins; otherwise, additional charges may be applied to bring the Customer into service eligibility.

Service limitations

These services are only available at the time of initial on-site installation of an HPE ProLiant for Microsoft Azure Stack Hub appliance and immediately prior to delivery of the [HPE ProLiant Deployment Accelerator Service for Microsoft Azure Stack](#).

These on-site services are delivered as a single event at one physical site on a single HPE ProLiant for Microsoft Azure Stack Hub rack.



Customer responsibilities

The Customer will:

- Contact an HPE service specialist to schedule delivery within 90 days of date of purchase of the service
- Place the products in the immediate location where the installation services will be performed
- Ensure that all service prerequisites as identified in the [“Service eligibility”](#) section or as otherwise communicated by HPE 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 HPE service specialist will need 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 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

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.

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 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.

The 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.

Travel charges may apply; consult the local office.

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

- Deployment or configuration of Azure Stack Hub software
- Addition of an expansion node to an existing HPE ProLiant for Microsoft Azure Stack Hub Appliance
- Verification or installation of HPE firmware or software
- Configuration of HPE infrastructure management tools
- Network configuration
- Backup, recovery, and support of the operating system, other software, and data
- 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
- 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
- Service required due to causes external to HPE maintained hardware or software
- Any services not clearly specified in this document



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 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.

Ordering information

These services can be ordered using the following service part numbers:

- HM9R3A1#001 — HPE ProLiant for Microsoft Azure Stack Hub rack installation service; quantity per rack
- HM9R3A1#002 — HPE ProLiant for Microsoft Azure Stack Hub server installation service; quantity per server
- HM9R3A1#003 — HPE ProLiant for Microsoft Azure Stack Hub switch installation service; quantity per switch

The rack installation service is required for each HPE ProLiant for Microsoft Azure Stack Hub Appliance. The server and switch installation services are applicable only for on-site servers or switch installation into a factory-built HPE ProLiant for Microsoft Azure Stack Hub rack or an HPE ProLiant for Microsoft Azure Stack Hub-supported Customer-supplied rack.

Learn more at

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

[HPE.com/us/en/solutions/cloud/Azure-Hybrid-Cloud.html](https://hpe.com/us/en/solutions/cloud/Azure-Hybrid-Cloud.html)

