



HPE Installation and Startup Service for HPE Superdome 2

HPE Lifecycle Event Services

The HPE Installation and Startup Service for HPE Superdome 2 is designed to provide onsite installation of the HPE Superdome 2 Server. The service can be complemented by Factory Express services to provide additional design and factory integration services.

This service provides comprehensive site evaluation, preparation, and verification; installation planning and management; consolidated shipment, unpacking, moving to final location, and plug-in of the system with removal of packing materials; and power-up, basic connectivity testing, and (if boot disks were enabled in the factory) booting of the operating system.

Service benefits

- A deployment manager to manage the implementation of the service engagement
- Verification prior to installation that all service prerequisites are met
- Installation and startup by a Hewlett Packard Enterprise technical specialist
- Availability of a Hewlett Packard Enterprise service specialist to answer basic questions during the delivery of this service
- Expedited installation, provided all service prerequisites are met prior to commencement of service
- More effective utilization of the Hewlett Packard Enterprise product facilitated by knowledge gained from the Hewlett Packard Enterprise service specialist during onsite delivery of the service

Service feature highlights

- Deployment management
- Comprehensive site environmental readiness review
- Customized installation plan
- Installation and startup
- Installation verification tests (IVT)
- Knowledge transfer

Table 1. Service features

| Feature | Delivery specifications |
|----------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Deployment management | <p>As the desired configuration is solidified, a More effective utilization of the Hewlett Packard Enterprise product facilitated by knowledge gained from the Hewlett Packard Enterprise service specialist during onsite delivery of the service deployment manager will be assigned to verify the successful deployment of the HPE Superdome 2 solution. Working closely with the Customer, this manager will:</p> <ul style="list-style-type: none"> • Determine the preferred delivery strategy • Coordinate and track performance of all deployment activities (site readiness, manufacturing/build status, delivery schedules, and installation resources) • Resolve any issues concerning delivery and installation • Enable a smooth transition to operation |
| Comprehensive site environmental readiness review | <p>A Hewlett Packard Enterprise installation specialist will work with the Customer to evaluate the site and see that it is set up to handle the physical requirements of the HPE Superdome 2 solution. Evaluation areas include:</p> <ul style="list-style-type: none"> • Room size, flooring structure, and openings for power and cables • Accessibility from building entrance to designated position in data center • Fire detection and suppression • Electrical/Static characteristics, grounding, power, surge protection, and backup • Power infrastructure in data center for adequate and appropriate powering of the SD2 rack • Interference (RFI, EMI, etc.) • Air conditioning • Maintenance practices and equipment conditioning <p>At the conclusion of this review, a report will be created with detailed recommendations for actions that need to be taken prior to the Superdome 2 installation.</p> |
| Customized installation plan | <p>The Hewlett Packard Enterprise deployment manager will:</p> <ul style="list-style-type: none"> • Plan and arrange for the onsite server installation • Confirm the installation dates with the Customer and the Hewlett Packard Enterprise service delivery specialist • Communicate and confirm the planned hardware delivery date with the Customer and the Hewlett Packard Enterprise service delivery specialist |
| Installation and startup | <p>Once the system has been configured at the factory and delivered to the Customer site, the Hewlett Packard Enterprise service delivery specialist will arrive onsite to get the HPE Superdome 2 solution up and running quickly to the Customer's expectations. Activities include:</p> <ul style="list-style-type: none"> • Confirming the Superdome 2 delivery date and coordinating the logistics of the onsite installation • Unpacking, positioning, and powering up the system • Booting each factory-configured partition and verifying that all applicable patches have been applied • Establishing connectivity to key system peripherals • Configuring remote support tools (HPE Insight Remote Support) • Configuring the Customer's network to specifications and verifying end-to-end data transfer between the Superdome 2 and one other local system (if network configuration is purchased) • Cleaning up and disposing of unnecessary packaging material |
| Installation verification tests | <p>Hewlett Packard Enterprise will run the appropriate installation verification tests required for this service. The Hewlett Packard Enterprise service delivery specialist will:</p> <ul style="list-style-type: none"> • Verify that all cables are connected by performing a visual inspection • Verify that the hardware is working in operation mode by viewing the LED status • Verify the installation by accessing the HPE Superdome 2 server using a remote connection • Verify that the OS is running properly (if it was factory loaded and configured) • Verify network connectivity • Verify HPE Instant Capacity (iCAP) configuration (if applicable) • Verify that the latest firmware revisions for all Superdome 2 components (server, Onboard Administrator, Integrated Lights-Out [iLO], etc.) are installed |

Knowledge transfer

Upon completion of the service, the Hewlett Packard Enterprise service delivery specialist will conduct an orientation session on product usage and special features and will be available to answer questions, as appropriate.

The knowledge transfer session will include but is not limited to:

- Accessing the HPE Superdome 2 Server
- Reviewing the HPE Superdome 2 User Service Guide and discussing Superdome 2 management tools
- Launching the Onboard Administrator interface
- Demonstrating access to the console for each factory-configured partition from iLo
- Reviewing proper system startup, shutdown, and maintenance procedures
- Providing the Customer with access to the technical documentation

Service eligibility

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

- The Customer must have ordered a new Superdome 2 Server with a supported HPE operating system with a valid license
- The Customer must have all power and data cables in place and functioning
- The Customer must ensure that the site, cable runs, and power outlets conform to all local fire and electrical codes and to Hewlett Packard Enterprise's recommended specifications
- The Customer must have documented basic server and network customization requirements, such as network settings (host name, IP address, subnet, and gateway), prior to arrival of the Hewlett Packard Enterprise service delivery specialist
- The Customer must follow the recommendations provided in the site environment readiness report

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
- Complete all readiness activities mentioned in the site environment readiness review prior to the agreed installation date

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.

Setup of the 6125XLG switch is not covered by this service and requires the purchase of an enhanced network service (see ordering information).

Data sheet

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.

Portions of the service are delivered remotely or onsite, at Hewlett Packard Enterprise's discretion.

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

- Service deployment on hardware not covered by a Hewlett Packard Enterprise warranty or service maintenance contract
- 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
- Setup of 6125XLG network switch (see ordering information for enhanced network service)
- Any services not clearly specified in this document

Ordering information

Services can be ordered using the following service package part numbers:

- HPE Startup Superdome 2 Service:
 - For first server on the order: HA124A1#571
 - For additional servers on the same order: HA124A1#5QP
 - For enhanced network service: HA124A1#56H
- HPE Superdome 2 32s Starter Pkg Upgrade Installation and Startup Service: HA114A1#5RD
- HPE Superdome 2 16s to 32s Upgrade Installation and Startup Service: HA114A1#5RE

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



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This data sheet is governed by the Hewlett Packard Enterprise current standard sales terms, which include the supplemental data sheet, or, if applicable, the Customer's purchase agreement with Hewlett Packard Enterprise.

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