



HPE Installation and Startup Service for HPE Compute Scale-up Server 3200

HPE Services

Service overview

HPE Installation and Startup Service for HPE Compute Scale-up Server 3200 provides installation of your new HPE Compute Scale-up Server 3200, supported Linux® operating system, and system foundation software. The service is designed to assist you in deploying your new HPE Compute Scale-up Server 3200 and operating system into operation. Use this service when you want the operating system installed into the system on-site but only need it loaded and bootable from internal disks.

Service benefits

- Installation and startup by an HPE technical specialist
- Availability of an HPE service specialist to answer basic questions during service delivery
- Service delivery at a mutually scheduled time convenient to your organization
- Verification prior to installation that all service prerequisites are met

Service feature highlights

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

Specifications

Table 1. Service features

Feature	Delivery specifications
Service planning	<p>An HPE service specialist will plan all the necessary activities, including the identification of any prerequisites and schedule scheduling the service delivery at a time mutually agreed upon by Hewlett Packard Enterprise and the Customer.</p> <p>This shall be during local HPE standard business hours, excluding HPE holidays, unless otherwise agreed by HPE.</p> <p>Any services provided outside of HPE standard business hours may be subject to additional charges.</p> <p>Prior to installation, the HPE service specialist will conduct a site preparation review to verify all requirements for successful installation and ongoing operation of the server have been met.</p>

Table 1. Service features (continued)

Feature	Delivery specifications
Service deployment	<p>Deployment will provide the following hardware-related activities:</p> <ul style="list-style-type: none"> • Server installation: Unpacking the server, inspecting it for damage, and installing it according to the published product specifications (if the server is not factory racked, server and rack management controller will be inserted into the rack) • Installation of system hardware options: System hardware options purchased with the system will be installed at the time the server is installed • Physical connection and configuration of the product to a LAN or WAN as appropriate • Consolidation of all packaging material and Customer notifications that the materials are ready for removal <p>Deployment will also provide the following software-related activities: For supported Linux server OSs:*</p> <ul style="list-style-type: none"> • OS installation onto the internal server storage from Customer provided media (DVD or USB) • Basic network configuration to establish a connection to the Customer network • Installation of HPE drivers, as applicable • Installation of HPE Compute Scale-up Server 3200 system foundation software
IVTs	HPE will run the standard IVTs required for this service
Customer-orientation session	Upon completion of the installation through the standard HPE IVT procedures, and during the same day as the installation, the HPE service specialist will conduct an informal orientation session on standard product usage and special features. They will be available to answer questions, as appropriate. This session will not exceed thirty minutes.

Customer responsibilities

The Customer will:

- Contact an HPE service specialist within 90 days of the date of purchase to schedule the service delivery
- Ensure that all service prerequisites, as identified in the Service eligibility section, have been met prior to the scheduled service delivery
- Place the product in the immediate location where the installation service will take place and provide sufficient space for unpacking the products
- 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 service delivery
- Provide the HPE service specialist the operating system on physical media (DVD or USB)
- Adhere to licensing terms and conditions regarding the use of any HPE service tools used to facilitate the service delivery, if applicable
- Be responsible for all data backup and restore operations
- Provide a suitable work area for service delivery, 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
- Be responsible for the removal of all packing material

Service eligibility

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

- Have a new HPE Compute Scale-up Server 3200 and a supported version of the Linux operating system, with valid licenses
- Have all power, cabling, and network connections installed and functional at the time of scheduled service delivery

* Supported Linux distributions are SUSE, Red Hat® Enterprise Linux



General provisions / Other exclusions

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

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 the Customer does not meet.

HPE reserves the right to re-price this service if the Customer does not schedule and provide for subsequent delivery within 90 days of purchase.

Our ability to deliver this service is dependent upon the Customer's full and timely cooperation with us, as well as the accuracy and completeness of any information and data the Customer provides us.

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

- 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
- 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 required due to causes external to the HPE maintained hardware or software
- Any services not clearly specified in this document
- Travel charges may apply; consult your local HPE sales office for more details

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 re-price 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

HPE Installation and Startup Service for HPE Compute Scale-up Server 3200 can be ordered using the following service part number: HA114A1#VZX

Learn more at

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

