

# HPE OS Re-Installation Service for SAP HANA

HPE Lifecycle Services

## Service overview

Keeping your HPE Solutions for SAP HANA® running at peak performance is critical and maintaining the versioning of the HPE Solutions for SAP HANA operating systems (OSs) can be daunting. The HPE OS Re-Installation Service for SAP HANA provides re-installation for eligible SLES for SAP® or RHEL for SAP Solutions OSs on your HPE Solutions for SAP HANA as further specified later in the document. This HPE OS Re-Installation Service for SAP HANA is based on SAP and or Linux® providers' recommendations for a fresh OS reinstallation. This service provides an OS reinstallation of major versions of SLES for SAP or RHEL for SAP Solutions OSs.

The most current HPE certified SLES service packs or RHEL updates will be implemented with this OS reinstallation service along with updates to the HPE server drivers/firmware.

Hewlett Packard Enterprise will utilize specialized technical resources to remotely perform the identified in-scope OS reinstallation service more fully described in [Table 1](#). This helps working with your organization to determine the appropriate schedule and implementation with the goal of reducing disruption to your IT environment.

## Service benefits

- Reduce the risk of unplanned disruption to your IT environment
- Improve the possibility to optimize system performance
- Enables your IT resources to stay focused on core HANA upgrade tasks and priorities
- Compliance with SAP/Linux provider recommendations

## Service feature highlights

- Planning and preparation for implementation
- Remote reinstallation of the HPE certified SLES or RHEL OS including the most current HPE certified SLES service packs or RHEL updates
- Remote reinstallation of the version of SAP HANA currently running on the HPE Solutions for SAP HANA
- Reinstallation of the following ecosystem modules:
  - Implementation of pretested SLES and/or RHEL OS general and security patches
  - Implementation of the most current HPE compute server firmware/driver updates
- If applicable:
  - Implementation of SAP HANA Multi-SID
  - Implementation of SAP HANA System Replication



**Hewlett Packard  
Enterprise**

## Specifications

**Table 1.** Service features

Feature	Delivery specifications
<b>Planning and preparation for implementation</b>	<p>An HPE service specialist will:</p> <ul style="list-style-type: none"> <li>• Verify that all service prerequisites have been met, including active support coverage on the HPE Solutions for SAP HANA.</li> <li>• Create an implementation plan for reinstallation of an eligible OS for the HPE Solutions for SAP HANA for which this service is purchased. This is based on the service features, including any service limitations described in this data sheet. This plan will include Customer responsibilities and dependencies required for the performance of these services.</li> <li>• Document HPE's recommendations regarding the order in which the OS reinstallation tasks will be performed by HPE, including any steps that Customer must perform before the HPE service specialist can perform the HPE Solutions for SAP HANA OS reinstallation.</li> <li>• Develop the schedule for the implementation process, including whether it will occur during normal business hours or after hours and when systems will be taken offline. Any work outside of HPE business hours is subject to additional charges as specified in the "<a href="#">Service limitations</a>" section.</li> <li>• Review Customer responsibilities during the reinstall, for example, whether it is necessary to shut down applications or disconnect the target products from the network, who will be handling these responsibilities for the Customer, any dependencies for getting the upgrades completed, Customer appropriate contacts, and an escalation path when the upgrades are being implemented.</li> <li>• Discuss the reinstallation processes, schedule, and implementation plan.</li> </ul>
<b>Reinstallation of HPE certified SLES or RHEL OS and SAP HANA</b>	<ul style="list-style-type: none"> <li>• While the HPE Solutions for SAP HANA is offline, the HPE service specialist will remotely perform the following: <ul style="list-style-type: none"> <li>i) OS and SAP HANA reinstallation</li> <li>ii) Install server firmware/driver updates</li> <li>iii) For HPE CS500 / HPE CS900 system configurations, the HPE OS Patch Update Service for SAP HANA will be performed. For eligible HPE predefined configurations, the HPE OS Security Update Service for SAP HANA will be performed.</li> </ul> </li> <li>• Upon completion of the reinstallation of the OS, the HPE service specialist will turn the system over to the Customer.</li> <li>• For details regarding the service features provided for the HPE OS Patch Update Service for SAP HANA, see the data sheet located at <a href="https://hpe.com/psnow/doc/4AA6-3828enw?from=app&amp;section=search&amp;isFutureVersion=true">hpe.com/psnow/doc/4AA6-3828enw?from=app&amp;section=search&amp;isFutureVersion=true</a> with such data sheet incorporated herein by reference.</li> <li>• For details regarding the service features provided for the HPE OS Security Update Service for SAP HANA, see the data sheet located at <a href="https://hpe.com/psnow/doc/a50003245enw?from=app&amp;section=search&amp;isFutureVersion=true">hpe.com/psnow/doc/a50003245enw?from=app&amp;section=search&amp;isFutureVersion=true</a> with such data sheet incorporated herein by reference.</li> </ul>

## Coverage

This service is available on regular HPE workdays (excluding weekends and HPE holidays) during country-specific HPE standard business hours. After-hours delivery is available upon request.

When this service is delivered as part of the HPE Lifecycle Services for SAP HANA, after-hours charges are not applicable. When this service is purchased with HPE CS500 / HPE CS900 solutions, after-hours charges will be applied. See the "[Service limitations](#)" section for after-hours details.



## Customer responsibilities

The Customer will:

- Assign a designated person to participate in the service planning meeting and follow-on service activity.
- Perform all identified Customer responsibilities in a timely manner.
- Ensure that a designated person is assigned and who, on behalf of the Customer, will grant all approvals, provide information, and confirm that the hardware, firmware, and software needed to deliver this service are available. They will also make sure that software products are properly licensed and otherwise be available to assist HPE in facilitating the delivery of this service. For non-HPE branded software, Customer must have in place the necessary agreements with HPE and/or the third-party vendor to receive upgrades and/or patches for the software.
- The designated person will be:
  - Responsible for all the Customer aspects of the assigned work efforts
  - Authorized to make all decisions relative to the project, including identification and assignment of Customer resources
  - Available and able to interface with the HPE assigned resources on day-to-day issues throughout the project
  - Authorized to sign status reports and approve project changes
  - Able to coordinate all work efforts and meeting schedules
- Provide suitable virtual private network (VPN) or other suitable connectivity as required for the delivery of remotely delivered services.
- Provide HPE with the necessary access to Customer building facilities and computer room facilities, as well as access credentials for logging into all servers, databases, and services for the service planning, as applicable.
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required.
- At the discretion of HPE, install remote connectivity tools and proprietary software service tools.
- Allow HPE full and unrestricted network access to all locations where the service is to be performed on-site.
- Ensure that all service prerequisites have been met.
- Advise HPE of any special security, health, and safety matters applicable to the Customer site where the service is to be provided.
- Provide HPE, on request, any information that HPE may reasonably request about the execution of the service.
- Coordinate all required internal / third-party participation and cooperation.
- Assign or make available experienced subject matter and technical experts, upon request or as needed.
- Purchase or provide all hardware, software, licenses, staff, current maintenance contracts, and environments necessary for HPE to deliver the service.
- Ensure that all information provided by the Customer is complete, accurate, and up to date.
- Perform other reasonable activities to help HPE identify, implement, or resolve problems, as requested by HPE.
- Ensure system availability at a mutually agreed-upon time. If system availability delays exceed 120 minutes from the agreed-upon time, service delivery may be canceled and rescheduled by HPE.
- Provide contact information, including email address details, for delivery of service materials.
- Be responsible for all SAP HANA database activities as requested by HPE including startup and shutdown, backup and restore operations, fail-over and fail-back testing, replication validation, and SAP HANA database operational testing of applications.
- Be responsible for the reinstallation of third-party software removed during the delivery of this service.



## Service limitations

- HPE delivers the service remotely at a mutually scheduled time window convenient to Customer's organization between Monday 8:00 a.m. and Friday 5:00 p.m. local time, excluding HPE holidays. Local time is defined as the location time of the physical location of the system.
- The HPE Lifecycle Service listed above is not available for delivery during the HPE shutdown — the last two weeks of December.
- All HPE activities including documents and reviews are delivered in English.
- HPE will not be responsible for reinstallation of following ecosystem components including but not limited to:
  - Backup and recovery
  - Antivirus protection
  - Identify and access management
  - Security
  - Any other third-party software installed on the HPE Solutions for SAP HANA
- Activities such as, but not limited to, the following are excluded from this service:
  - Installation or configuration of any hardware or software products except as described previously.
  - Loading, management, migration, or manipulation of Customer's production data.
  - Operational testing of applications and/or the SAP HANA database.
  - This service does not include updates or installation of any remote tools present (such as HPE Systems Insight Manager, HPE Insight Remote Support, and HPE 3PAR Service Tools).

## Service eligibility

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

- The HPE OS Re-Installation Service for SAP HANA is available on HPE CS500 and HPE CS900 appliances with a valid support contract as referenced in the HPE Lifecycle Services for SAP HANA supported products list.
- The HPE OS Re-Installation Service for SAP HANA is available on eligible HPE predefined configurations with a valid support contract as referenced in the [HPE COE Service for SAP HANA — Support Services](#) or the [HPE Complete Care Service COE Service for SAP HANA — HPE Contractual Support Services](#) data sheets.
- If the HPE Solutions for SAP HANA includes HPE Serviceguard Extension for SAP (SGeSAP), it must be at a compatible version as specified by HPE. If HPE SGeSAP is not at a compatible version, HPE Serviceguard Update Service for SAP HANA is available for purchase separately. See the data sheet located at [hpe.com/psnow/doc/a50001083enw?from=app&section=search&isFutureVersion=true](https://hpe.com/psnow/doc/a50001083enw?from=app&section=search&isFutureVersion=true) for more information on this service.
- Previous installation and operation of SAP HANA 1.0 SPS 12.
- Previous installation and operation of SLES version 11 SP3 / 11 SP4 or previous installation and operation of RHEL version 6.7.
- Only the SLES for SAP or RHEL for SAP Solutions operating systems are eligible for this service.
- For all software, including non-HPE branded software SLES for SAP or RHEL for SAP Solutions OSs, Customer must have:
  - Rightfully acquired the license or subscription as well as the updates to be implemented and be properly licensed to use such software that includes the provision for OS and the updates
  - Retain and provide to HPE upon request, evidence that the license or subscription was purchased
  - Have a valid HPE support contract and provide a valid service agreement ID (SAID) for the HPE Solutions for SAP HANA that will receive this service
- HPE Solutions for SAP HANA that have been modified and/or customized into unsupportable configurations are not eligible for this service.
- Customer must be running or allow HPE to run the appropriate HPE tools to enable the OS reinstallation.
- For updates/upgrades to Quorum and Cockpit servers, contact HPE sales representative for custom quotations.
- This service is not available on virtualized HPE Solutions for SAP HANA environments.



## General provisions / other exclusions

- Any documentation provided as part of the service will be provided electronically in Microsoft Office and/or Adobe Acrobat formats.
- HPE resource time is dependent upon the Customer's compliance with required prerequisites and participation.
- 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's ability to deliver the services is dependent upon Customer's full and timely cooperation with HPE, as well as the accuracy and completeness of information and data the Customer provides to HPE.
- 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](https://hpe.com/us/en/legal/customer-privacy.html) shall apply.
- Customer acknowledges and agrees that HPE may use resources outside the country of purchase for delivery of these services.
- 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
- When this service is purchased with credits/SKUs, 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 (1 year) from the order acceptance date for services not scheduled and delivered and Customer will not be entitled to a refund for the unused services.

## Ordering information

For HPE CS500 and HPE CS900 appliances, ordering and eligibility information for this service are listed in the HPE Lifecycle Services for SAP HANA supported products list available at [hpe.com/psnow/doc/a50000884enw?from=app&section=search&isFutureVersion=true](https://hpe.com/psnow/doc/a50000884enw?from=app&section=search&isFutureVersion=true).

For eligible HPE predefined configurations with the HPE Lifecycle Services Suite for SAP HANA, consult the [HPE COE Service for SAP HANA — Support Services](#) or the [HPE Complete Care Service COE Service for SAP HANA — HPE Contractual Support Services](#) data sheets.

For assistance with HPE Service Credits, if applicable, contact HPE sales representative for details.

This service is a remotely delivered service. For an on-site delivery option for this service, a custom quoted service may be available by contacting HPE sales representative for details.

## Learn more at

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



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