HPE NonStop X Installation and Startup Service

HPE Lifecycle Event Services

Today's business environment demands flexibility from IT staff—and the immediate availability of IT resources. Yet the complexity of IT systems can make it tough to implement new resources quickly enough to meet new business opportunities and challenges head on. This is particularly true when it comes to deploying new servers. If your organization is adding new HPE Integrity NonStop X servers to your IT infrastructure, let Hewlett Packard Enterprise help you to install a robust, managed system that is tailored to meet your specific requirements. HPE Services delivery uses trained specialists in configuring these servers based upon your configuration requirements. When you leverage their expertise through the HPE Installation and Startup Service for NonStop X Servers, your servers will be installed and configured when you need them—freeing your own staff to focus on meeting your ongoing critical business needs.

This service includes configuration of base Integrity NonStop subsystems and NonStop Enterprise Division platform management products, providing the fundamentals for your business critical applications. Hewlett Packard Enterprise Service delivery specialists work with your IT staff to understand your IT policies and applications and then customize your NonStop X Server respectively.

Service benefits

Through HPE Installation and Startup Service for HPE Integrity NonStop X Servers, a trained Hewlett Packard Enterprise service delivery specialist configures your Integrity NonStop X servers according to your requirements using HPE best practices. This service provides the following benefits:

- Designed to quickly configure your servers to provide the fundamentals for your business-critical applications, helping you to respond faster to business demands

- Frees your staff to focus on meeting your core business requirements

- Helps reduce system startup and shutdown time to help reduce system downtime

Service feature highlights

- Service planning & questionnaire

- System hardware and software installation

- Configuration of subsystems

- Customer orientation session

Table 1. Service features

Feature	Delivery specifications
Service planning & questionnaire	Hewlett Packard Enterprise service delivery specialists work with the Customer to identify any service prerequisites and develop a customized plan for implementing the fundamental operating capabilities on the HPE Integrity NonStop X system. This service plan is intended to accomplish the following: • Hewlett Packard Enterprise service delivery specialist sends service planning questionnaire for Customer to fill out. • Configure NonStop subsystems based on HPE best practices and Customer requirements detailed in the planning questionnaire • Create command files for starting up and shutting down the NonStop subsystems in an orderly, efficient manner • Set up an event-monitoring environment to notify the Customer when action is required • Assist with networking integration of the Customer's Integrity NonStop system into their enterprise
System and software installation	A Hewlett Packard Enterprise service delivery specialist will verify the Customer's system configuration matches the HPE product order, install the Integrity NonStop system, verify the HPE NonStop equipment health and system is functioning normally, and apply Customer identified software product revisions to the NonStop operating system. HPE recommends that the customer is present during this process to learn firsthand about the NonStop operating system, including how to load software fixes and reconfigure Integrity NonStop hardware.
Configuration of subsystems	A Hewlett Packard Enterprise service delivery specialist implements the agreed upon configuration of the major NonStop subsystems. This service is designed to help the Customer understand how to efficiently start up and shut down subsystems.
Customer orientation session	Hewlett Packard Enterprise will conduct a brief orientation session on the Customer's new Integrity NonStop servers and the basic platform monitoring tools used during ongoing operation. This session will help the Customer and its staff better understand the Integrity NonStop computing environment, its components, and the relationships among these components. This orientation session will be completed as part of the service delivery and will not exceed 4 hours. Customer is responsible for ensuring attendance at this session and providing the necessary logistics to enable HPE to provide the orientation session.

Service limitations

Services will be performed during HPE local business days and hours, excluding HPE holidays, and are limited to a single Integrity NonStop X system at a single physical site. Portions of this service can be delivered remotely or onsite, at Hewlett Packard Enterprise's discretion.

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

- Installation, configuration, or migration of application and third-party software

- Installation, configuration, or migration of any hardware or software products other than the HPE Integrity NonStop X System that this service was purchased for

- Migration of NonStop subsystems from existing systems

- Migration planning or implementation documentation

- Relocation of the HPE Integrity NonStop X system from the delivery destination

- Reconfiguration of any IP address or IP Cluster IO Module (CLIM) attribute changes identified after the completion of the service

- 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

- Services required due to causes external to the HPE-maintained hardware or software

- Backup, restoration, or migration of data

- Any services not clearly specified in this document

- Removal of existing NonStop systems and peripherals, and sanitization

Customer responsibilities

The Customer will:

- Contact a Hewlett Packard Enterprise service delivery specialist within 90 days of purchase to schedule the delivery of the service

- Ensure that all service prerequisites identified during the service planning activity have been met prior to the scheduled delivery date, and that any risk areas identified have been corrected

- Assign a designated person from the Customer's staff who, on behalf of the Customer, will grant all approvals, provide information, and otherwise be available to assist Hewlett Packard Enterprise in facilitating the delivery of this service

- Complete and return the questionnaire

- Assign a designated person who will be responsible for the duration of the installation and configuration process (project manager)

- Allow Hewlett Packard Enterprise full and unrestricted access to all locations where the service is to be performed

- Provide a suitable work area for delivery of the service, including access to an outside phone line, required power and network connections, and Internet access to Hewlett Packard Enterprise sites

- Ensure that the Hewlett Packard Enterprise service delivery specialists can connect and use a laptop in the Customer's environment

- 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, for software products, are properly licensed

- Provide all physical and logical information needed for connection to any Customer-owned SAN, if applicable and included in the configuration objectives of the service

- Allocate floor space and provide a suitable physical operating environment for the Integrity NonStop X system, including implementation of any environmental recommendations made by Hewlett Packard Enterprise

- Ensure that all power cabling is in conformance with Integrity NonStop X system specifications

- Lay cables in data centers, including LAN, Fibre Channel, InfiniBand, and/or Customer-supplied cables that meet the requirements of the ordered Integrity NonStop X system

- Ensure that all cabling has been preinstalled, pretested, and labeled

- Assign IP addresses, default gateways, routers, and firewall updates

- Ensure access to networking and security resources during installation in case problems occur

- Identify a Central Management Server for remote event notification

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.

- 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.

- The service is delivered as a single, contiguous event. Environments that require multiple engagements over a longer period of time are not included with this service and are available at additional cost.

- Infrastructure installation and configuration may be coordinated with the delivery of this service; consultation from Hewlett Packard Enterprise may be required to determine infrastructure parameters.

Ordering information

To order HPE Installation and Startup Service for HPE Integrity NonStop Servers, reference the following product numbers:

- TL059AG for HPE NonStop X Installation and Startup Service

  – System hardware and software installation, and configuration of a single Integrity NonStop X system with up to 8 CLIMs during normal HPE business hours

  – For more than 8 CLIMs, order product number TL060AG

- TL060AG for HPE NonStop X Installation and Startup Service Extension for systems with additional CLIMs:

  – Incremental services to install and configure an Integrity NonStop X system with more than 8 CLIMs during normal HPE business hours

  – Requires that product number TL059AG be included on the same order

  – Order one product number TL060AG for up to 8 additional CLIMs

The following indicates which product numbers should be ordered based on the required number of CLIMs:

- 1-8 CLIMs: 1x TL059

- 9-16 CLIMs: 1x TL059 + 1x TL060

- 17-24 CLIMs: 1x TL059 + 2x TL060

- 24-32 CLIMs: 1x TL059 + 3x TL060

- 33-40 CLIMs: 1x TL059 + 4x TL060

- 41-48 CLIMs: 1x TL059 + 5x TL060

- 49-56 CLIMs: 1x TL059 + 6x TL060

For more information

For more information on Hewlett Packard Enterprise support services, contact any of our worldwide sales offices or visit the following website:

Hewlett Packard Enterprise