

# HPE SimpliVity Expansion Installation and Startup Service

HPE Services

## Service overview

Hewlett Packard Enterprise provides storage, CPU, and memory installation and startup services for HPE SimpliVity 380 appliances. HPE SimpliVity Expansion Installation and Startup Service provides the successful installation of additional storage, CPU, and memory for your HPE SimpliVity 380 hyperconverged infrastructure. This service assists you in bringing your new HPE SimpliVity hardware into operation in a timely and professional manner.

## Service benefits

Installation and startup by an HPE service specialist to perform an installation meets HPE quality standards for:

- Delivery of the service at a mutually scheduled time convenient to your organization
- Utilization of HPE product from the knowledge gained during on-site delivery of the service
- Availability of an HPE service specialist to answer basic questions during the delivery of the on-site installation service
- Verification prior to installation that all service prerequisites are met

## Service feature highlights

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



## Service features

Features	Delivery specifications
<b>Service planning</b>	An HPE service specialist confirms with the Customer that the prerequisites have been met and schedule the delivery of the service at a time mutually agreed upon by HPE and the Customer, which shall be during local HPE standard business hours excluding HPE holidays, unless agreed by HPE. Any services provided outside of the HPE standard business hours may be subject to additional charges.
<b>Service deployment</b>	<p>Service deployment activities include the following:</p> <p><b>Take the existing HPE SimpliVity 380 server offline</b></p> <ul style="list-style-type: none"> <li>• Move virtual machines from the running HPE SimpliVity node, which will be used for the expansion of another HPE SimpliVity node in the federation/cluster</li> <li>• Remove the HPE SimpliVity node from the federation/cluster</li> <li>• Power down the HPE SimpliVity node</li> </ul> <p><b>Hardware</b></p> <ul style="list-style-type: none"> <li>• Install the additional storage, CPU, and memory: Unpacking the components, inspecting it for damage, and installing it according to product specification</li> <li>• Delete RAID and new RAID created</li> <li>• Install hardware options: Systems hardware options purchased with the system will be installed at the same time</li> <li>• Perform maintenance-related tasks such as firmware updates</li> </ul> <p><b>Software redeployment</b></p> <ul style="list-style-type: none"> <li>• Perform a factory reset (using the HPE OmniStack version, which is running in the federation)</li> <li>• Deploy the HPE SimpliVity node into the federation/cluster where it was removed previously</li> <li>• Customize the HPE SimpliVity node to be aligned with the federation/cluster</li> <li>• Wait for rebalancing of VM data</li> </ul>
<b>IVTs</b>	HPE runs the appropriate IVTs for this service, such as power-on self-tests (POSTs) specific to the HPE SimpliVity 380 being installed, verification of product operation, and verification that the current device software and firmware are loaded.
<b>Customer orientation session</b>	Upon completion of the installation, the HPE service specialist conducts an orientation session, up to one hour, on the HPE SimpliVity product and/or technology, to include information on basic hardware product usage and hardware features.

## Service eligibility

Customers are eligible for the delivery of this service if they meet all prerequisites as identified during the service planning session, including, but not limited to the following prerequisites:

- Have the correct services and quantity, as outlined in the [“Ordering information”](#) section, purchased by the Customer
- Have ordered the proper storage or CPU and memory
- Have ordered the proper HPE SimpliVity license and support upgrade products
- Have all cabling and network connections installed and functional



## Service limitations

Services will be performed during local HPE business days and hours, excluding HPE holidays.

The service is delivered as a single event at one physical site on a single HPE SimpliVity 380 appliance. Additional services will need to be ordered if multisite implementation is required. Contact HPE sales representative for more details.

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
- Application integration or integration of third-party products or peripherals not included with the system
- Backup, recovery, and support of the operating system, other software, and data
- Operational testing of applications or additional tests requested or required by the Customer
- Planning, design, or implementation of the Customer's overall SAN or fabric architecture
- Installation and configuration of switches, routers, or network gateways
- Integration with any hardware or software components not supported by HPE SimpliVity product
- Site inspection activities such as comprehensive analysis of the Customer facility's power, cooling and humidity, airborne contaminant, and vibration levels, and determination of whether the data center's raised floor has sufficient structural capability to accommodate the weight of the server to be installed
- Environmental compliance or site preparation
- External cabling
- Assembly of racks or other computer room site preparation
- Software training, troubleshooting, repair, tuning, or customization

## Customer responsibilities

The Customer will:

- Contact an HPE 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 prior to delivery of the on-site services
- Ensure all hardware, firmware, and software required for installation by the HPE service specialist are available on the scheduled delivery date, and for software, all operating and software products are properly licensed
- 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
- Allow HPE 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 telephone line, power, and any network connections required
- Coordinate service deployment on third-party-maintained products with HPE, if applicable



## General provisions / other exclusions

**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.**

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.

Check with a local HPE authorized representative to find out whether a specific location is eligible for this service.

## 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

This service can be ordered using the following service part numbers:

- **HA124A1#5ZD:** HPE SimpliVity Expansion Installation and Startup Service (Quantity is per node.)

### Related services

- **HA124A1#5MK:** HPE SVT Remote Software and Firmware Update Service
- **HA124A1#5YS:** HPE SVT Onsite Software and Firmware Update Service

## Learn more at

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

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

