

HPE Apollo k120 and HPE Apollo 40 Installation and Startup

HPE Lifecycle Services

HPE Apollo k120 and HPE Apollo 40 Installation and Startup provides for the installation of your new HPE Apollo k120 and HPE Apollo 40 Servers, along with verification of installation of one supported operating system (Linux®) as more specifically identified later in the document. This service is designed to assist you in bringing your new HPE Apollo Server and operating system into operation in a timely and professional manner.

Service benefits

- Delivery of the service at a mutually scheduled time convenient to your organization
- Verification prior to installation that all service prerequisites are met
- Reduced implementation time and cost
- Your IT resources can stay focused on their core tasks and priorities
- More effective IT resource planning

Service feature highlights

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



Table 1. Service features

Feature	Delivery specifications
Service planning	An HPE service specialist will remotely review and confirm with the Customer that the prerequisites have been met and schedule the delivery of the service at a time mutually agreed upon by Hewlett Packard Enterprise and the Customer. This will be during local HPE standard business days and hours excluding HPE holidays.
Service deployment	<p>The deployment activities are provided at the Customer's site:</p> <p>HPE Apollo k120 and HPE Apollo 40 hardware</p> <ul style="list-style-type: none"> • Installation of the server — unpacking the server, inspecting it for damage, and installing it (If the server is part of a rack system, it will be inserted into the rack.) • Installation of hardware options if purchased at the time of HPE Apollo server purchase — including connection of cables (intra- and/or inter-cabinet) and set up of InfiniBand or Ethernet switch • Physical connection of the product to a LAN or WAN, as appropriate, provided Customer has taken the necessary steps to enable connectivity as set forth in the "Customer responsibilities" section • Consolidation of all packaging material and notification to the Customer that the materials are ready for removal <p>Supported operating system software</p> <ul style="list-style-type: none"> • For Linux server operating systems:* <ul style="list-style-type: none"> – Verify that factory-installed operating system software is loaded
IVTs	HPE will run the standard IVTs that are required for this service.
Customer orientation session	Upon completion of the installation, and on the same day installation is provided, the HPE service specialist will provide an orientation session, up to one hour, on the installed HPE Apollo hardware product and/or technology. This will include information on basic hardware product usage and hardware features. The Customer is responsible for ensuring participation in the orientation session.

* The supported Linux distributions are Red Hat®, SLES, and CentOS.

Service limitations

In addition to all other service limitations, services are limited to one (1) HPE Apollo k120 or HPE Apollo 40 product at one Customer data center location.

Excluded from this service are activities such as, but not limited to, the following:

- Service deployment on hardware not covered by an HPE warranty or HPE support agreement
- Service deployment on hardware covered by a third-party maintenance contract
- Installation of third-party devices is not included
- Planning, designing, implementation, or assessment of the Customer's overall SAN or fabric architecture
- 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
- Site inspection activities

Service eligibility

The Customer must meet all prerequisites specified here, as well as any other prerequisites otherwise communicated to the Customer for the delivery of this service:

- Have a new HPE Apollo k120 or HPE Apollo 40 Server uninstalled and a supported version of the Linux operating system and valid licenses
- Have no previous version of the operating system installed on the new HPE server for which this service is to be applied
- Have all cabling and network connections installed and functional



Customer responsibilities

The Customer will:

- Contact an HPE service specialist within 90 days of the date of purchase to schedule the delivery of the service
- Coordinate service deployment on third party-maintained products (if applicable) with HPE
- Designate a person from the Customer's staff who, on behalf of the Customer, will grant all approvals, provide information, and otherwise be available to assist HPE in facilitating the delivery of this service
- Place the product in the immediate location where the installation service will take place and provide sufficient space to allow for unpacking of the products
- Ensure that all service prerequisites as identified during service planning and under "[Service eligibility](#)" are met
- 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
- Be responsible for all data backup and restore operations

General provisions / other exclusions

- Services are delivered during HPE standard business days and hours, excluding HPE holidays
- HPE reserves the right to charge, on a time-and-materials basis, for any additional work over and above this service package pricing that may result from work required to address service prerequisites or other requirements that are not met by the Customer
- Depending on the size of the system, an additional hardware installation service may be required
- Upgrades to existing systems require the purchase of hardware upgrade service
- HPE reserves the right to reprice this service if the Customer does not schedule and provide for subsequent delivery within 90 days of the 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 to HPE
- Any services provided outside of HPE standard business hours may be subject to additional charges
- Travel charges may apply; consult your local office
- 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
- 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 shall apply.

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:

- HA114A1#5MN (Flex) or H6SV2E (Fixed)

The service covers the following products:

- Q2D16A (HPE Apollo k120), Q5S68A (HPE Apollo pc40), Q5S69A (HPE Apollo sx40)

Learn more at

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

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

