



# HPE Alletra Storage MP 32p Switch installation and startup service

## HPE Lifecycle Services

HPE Alletra Storage MP 32p Switch installation and startup service provides deployment of your HPE Alletra Storage MP 32p Switch, helping ensure proper installation in your storage environment as well as helping you increase the benefit from your storage investment.

The service provides activities required to help you deploy your HPE GreenLake for File Storage into operation. With the assistance of your designated IT storage administrator, an HPE service specialist deploys your switch. The features are fully described in the [Service features table](#).

### Service benefits

- Allows your IT resources to stay focused on their core tasks and priorities
- Reduces implementation time, as well as the impact on and risk to your storage environment
- Helps ensure a successful implementation by providing HPE installation, planning, and coordination
- Provides service delivered by a trained specialist and based on configurations and best practices recommended by Hewlett Packard Enterprise
- Helps you more effectively utilize your HPE GreenLake for File Storage, thanks to the knowledge you gain from the service specialist during the delivery of the service

### Service feature highlights

- Service planning and coordination
- Service deployment
- Installation verification tests (IVTs)

### Service features

Table 1. Service features

Feature	Delivery specifications
Service planning and coordination	<p>An HPE service specialist plans the necessary activities, including the identification of any prerequisites (<a href="#">see the Service eligibility</a> section), and schedules the delivery of the service at a time mutually agreed upon by HPE and the Customer. This shall be during local HPE standard business hours excluding HPE holidays unless otherwise agreed by HPE. Any service provided outside of HPE standard business hours may be subject to additional charges. The service specialist provides the planning and coordination activities either remotely or on-site, at HPE's discretion.</p> <p>The service specialist performs the following installation, planning, and coordination activities:</p> <ul style="list-style-type: none"><li>• Communicate with the Customer, which includes fielding the Customer's queries regarding service delivery as well as requesting any information needed from the Customer</li><li>• Verify, using a predelivery checklist, that all service prerequisites have been met, including that the Customer has completed verification that their host and SAN environment are compatible with any required HPE GreenLake for File Storage switch software upgrades or patches prior to the delivery of the installation services</li><li>• Schedule the switch deployment at a mutually agreed-upon time</li><li>• Facilitate a brief discussion to guide the Customer in defining array configuration objectives based on application performance, availability needs, virtual volume layout, and HPE best practices</li></ul>

**Table 1.** Service features (continued)

Feature	Delivery specifications
<b>Service deployment</b>	<p>The service specialist performs the following array deployment activities:</p> <ul style="list-style-type: none"> <li>• Coordinate the installation</li> <li>• Install HPE Alletra Storage MP 32p Switch to the product specifications</li> <li>• Install cabling from the HPE Alletra Storage MP 32p Switch to the HPE Alletra Storage MP Compute and NVMe chassis per product requirements</li> <li>• Install management and HPE iLO connections for the HPE Alletra Storage MP Switch and connect HPE Alletra Storage MP Compute and NVMe chassis</li> <li>• Install host connectivity from HPE Alletra Storage MP Compute chassis to Customer top of rack (ToR) with Customer-supplied cables and transceivers</li> <li>• Upgrade to the latest release of HPE Alletra Storage MP 32p Switch to the latest supported software version.</li> <li>• Configure the switches based on Customer-supplied information in the preinstallation checklist</li> <li>• Validate the switches are configured properly</li> </ul>
<b>IVTs</b>	<p>The service specialist performs the appropriate IVTs to confirm product functionality, including verification that:</p> <ul style="list-style-type: none"> <li>• The event logs are accumulating data</li> <li>• Visibility of a test virtual volume using nonproduction data for up to two hosts, as applicable, can be confirmed</li> </ul>

## Service eligibility

The Customer must meet certain hardware and software prerequisites prior to the on-site delivery of the service. These prerequisites include, but are not limited to, the following:

- The Customer must provide and verify a suitable physical operating environment for the array product, including implementation of any power, cooling, and other environmental requirements.
- For the rackmount version of the array product, the Customer is responsible for assembling and configuring the Customer-supplied rack and positioning it in the location where the array will be installed. This requirement is applicable to any rack (including generic HPE racks).
- The Customer must provide appropriate network provisioning to enable HPE remote support and monitoring solutions.

## Service limitations

Unless specified in this document or a separate Statement of Work (SOW), activities such as, but not limited to, the following are excluded from this service:

- Full-site inspection, such as comprehensive analysis of the Customer's power, cooling, humidity, airborne contaminant, and vibration levels; determination of whether the data center's raised floor has sufficient structural capacity to accommodate the weight of the array to be installed. Separate services are available for these tasks.
- Integration with any hardware or software components not supported by the HPE GreenLake for File Storage product
- Implementation of software revisions, including hot fixes, patches, service packs, or upgrades from prior versions, on the Customer's existing SAN and host environment
- Redesign or reconfiguration of the existing array for hardware upgrades or software add-ons, including hardware reconfiguration
- Extensive racking, reracking, or cabling activities, including cabling activities involving conduits, raceways, patch panels, and movement/configuration of computer room floor panels
- Reconfiguration of existing environments, such as removal or movement of array disk drives and adapter cards, conversion and reformatting of existing storage between RAID levels or emulation types, or installation of extensive Fibre Channel, network, and/or SAS cabling
- Design or implementation of host-based logical volumes and associated file system structures
- Performance testing or modeling
- Installation or configuration of any hardware or software products external to the array subsystem, including, but not limited to, servers, host operating systems, host agent software, multipathing software, tape libraries, HBAs, network, SAN fabric, and enterprise backup software



- Migration of existing data to the new array or a new configuration within an existing array
- Loading, management, or manipulation of the Customer's data
- Assembly, configuration, and positioning of the Customer-supplied rack for the rackmount version of the array product. This limitation is applicable to any rack (including generic HPE racks)
- Design or implementation of seismic bracing or supports
- Relocation services — Relocation is available as a separate service that is scheduled separately

## 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
- Ensure that all service prerequisites as identified in the [Service eligibility](#) section have been met prior to service delivery
- Complete and return the prerequisite HPE predelivery checklist to the service specialist at least two weeks prior to the start of the service, including array configuration information for upgrade installations, as necessary
- 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 HPE in facilitating the delivery of this service
- Ensure that all hardware, firmware, and software that the service specialist will need to deliver this service are available and that software products are properly licensed
- Facilitate the availability, at all times during service delivery, of one or more individuals who will provide administrator-level access to the systems where the work is to be performed
- Provide all network and administration assistance necessary to enable connectivity to the HPE Alletra Storage MP switches, HPE Compute, and NVMe chassis to allow HPE remote monitoring and support tools to communicate with the HPE Support Center
- Offer all administration necessary to enable end-to-end connectivity of the HPE GreenLake for File Storage, including network, SAN fabric, and host
- Provide server and network provisioning that meets the requirements for additional software products, as applicable
- Ensure that all prerequisite firmware or driver dependencies for the environment are handled before the on-site service delivery begins
- Place HPE GreenLake for File Storage products in the immediate location where the installation service will take place. HPE will unpack products to be installed in a Customer-supplied rack.
- Assemble and configure the Customer-supplied rack for the rackmount version of the array product and position it in the location where the array will be installed. This requirement is applicable to any rack (including generic HPE racks) other than the enclosure that is factory integrated with the array
- Adhere to licensing terms and conditions regarding the use of any HPE service tool used to facilitate the delivery of this service or support tools used to provide ongoing remote monitoring, if applicable
- Be responsible for all data backup and restore operations
- Provide a suitable work area for delivery of the service, 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
- Perform other reasonable activities to help HPE identify or resolve problems, as requested by HPE

## General provisions / other exclusions

- The service is delivered on a single HPE Alletra Storage MP 32p Switch product at one physical site.
- 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.



## Data sheet

- 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 this service is dependent upon the Customer's full and timely cooperation, as well as the accuracy and completeness of any information and data the Customer provides HPE.
- The service is delivered during local HPE standard business days and hours, excluding HPE holidays. Service delivery outside these hours is available and subject to additional charges.
- This service is delivered as a single, contiguous event. If Customer resource availability or other Customer restrictions delay installation or require additional visits beyond the defined scope of the service, additional charges may apply.
- The service is delivered remotely or on-site, at HPE's discretion.
- Travel charges may apply; consult a local HPE 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.

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 an unauthorized 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 hardware or software maintained by HPE
- Any service not clearly specified in this document
- 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

## 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 contacts the Customer within seven 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

To obtain further information or to order HPE Alletra Storage 32p MP switch installation and startup service, contact a local HPE sales representative and reference the following product number:

- HA124A1#V1C for HPE Alletra MP 32 port switch installation and startup service

## Learn more at

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

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

