

HPE Installation and Startup Service for HPE Superdome Flex

HPE Lifecycle Services

Service overview

HPE Installation and Startup Service for HPE Superdome Flex provides installation of your new [HPE Superdome Flex Server](#), supported Linux® operating system, and system foundation software. This service is designed to assist you in deploying your new HPE Superdome Flex server and operating system into operation. Use this service when you want the operating system installed into the system on-site but only need it loaded and bootable from internal disks.

Service benefits

- Installation and startup by an HPE technical specialist
- Availability of an HPE service specialist to answer basic questions during the delivery of this service
- Delivery of the service at a mutually scheduled time convenient to your organization
- Verification prior to installation that all service prerequisites are met

Service feature highlights

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



Table 1. Service features

Feature	Delivery specifications
Service planning	<p>An HPE service specialist plans all the necessary activities, including the identification of any prerequisites and scheduling the service delivery at a time mutually agreed upon by Hewlett Packard Enterprise and the Customer. This shall be during local HPE standard business hours, excluding HPE holidays, unless otherwise agreed by HPE. Any services provided outside of HPE standard business hours may be subject to additional charges.</p> <p>Prior to installation, the HPE service specialist conducts a site preparation review to verify that all requirements for successful installation and ongoing operation of the server have been met.</p>
Service deployment	<p>Deployment provides the following hardware-related activities:</p> <ul style="list-style-type: none"> • Installation of the server: Unpacking the server, inspecting it for damage, and installing it according to the published product specifications (If the server is not factory racked, server and rack management controller will be inserted into the rack.) • Installation of system hardware options: System hardware options purchased with the system will be installed at the time the server is installed • Physical connection and configuration of the product to a LAN or WAN as appropriate • Consolidation of all packaging material and notification of the Customer that the materials are ready for removal <p>Deployment provides the following software-related activities:</p> <p>For supported Linux server operating systems*:</p> <ul style="list-style-type: none"> • Installation of the operating system onto the internal server storage from Customer-provided media (DVD or USB) • Basic network configuration to establish connection to Customer network • Installation of HPE drivers, as applicable • Installation of HPE Superdome Flex system foundation software
IVTs	HPE runs the HPE standard IVTs required for this service.
Customer orientation session	<p>Upon completion of the installation through the HPE standard IVT procedures, and during the same day as the installation, the HPE service specialist conducts an informal orientation session on standard product usage and special features and shall be available to answer questions, as appropriate. This session does not exceed 30 minutes.</p>

* Supported Linux distributions are SUSE, Red Hat® Enterprise Linux.

Service eligibility

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

- Have a new HPE Superdome Flex Server and a supported version of the Linux operating system, with valid licenses
- Have all power, cabling, and network connections installed and functional at the time of scheduled service delivery



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
- Ensure that all service prerequisites as identified in the [“Service eligibility”](#) section have been met prior to the scheduled service delivery
- 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
- 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
- Provide the HPE service specialist with the operating system on physical media (DVD or USB)
- 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
- 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
- The Customer is responsible for the removal of all packing material

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.

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 us.

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.



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 hardware or software maintained by HPE
- Any services not clearly specified in this document
- Travel charges may apply; consult your local HPE sales office for more details

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

HPE Installation and Startup Service for HPE Superdome Flex can be ordered using the following service part number: HA114A1#5NA.

Learn more at

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

