

HPE Installation and Startup for HPE BladeSystem c-Class Infrastructure (OS only)

HPE Lifecycle Event Services

Service benefits

- Efficient and effective HPE BladeSystem c-Class infrastructure setup, server deployment, and management
- Delivery of the service at a mutually scheduled time convenient to your organization
- Expedited installation, provided all service prerequisites are met prior to commencement of service
- Verification prior to installation that all service prerequisites are met
- Reduced implementation time and cost
- More effective IT resource planning
- Allows your IT resources to stay focused on their core tasks and priorities

Service feature highlights

- Service planning
- Service deployment (hardware and software)
- Installation verification tests (IVT)
- Customer orientation session

HPE Installation and Startup Service for HPE BladeSystem Infrastructure (OS only) and supported operating systems provide for the installation of an HPE BladeSystem c-Class enclosure, HPE ProLiant c-Class and Integrity server blades, storage blades, SAN switch blades, HPE Virtual Connect modules (Ethernet and Fibre Channel), Ethernet network interconnects, and InfiniBand, as well as the installation of one supported operating system type (Windows® or Linux®).

This fixed-price/fixed-deliverable service is designed for needs of the BladeSystem c-class infrastructure. For more advanced installation and configuration requirements, customized installation is available.

Table 1. Service features

Feature	Delivery specifications
Service planning	<p>A Hewlett Packard Enterprise service specialist will conduct a remote planning and assessment meeting to review the Customer’s environment, discuss pre-installation activities including the Customer completed pre-installation checklist, and confirm with the Customer that the service prerequisites have been met.</p> <p>HPE will schedule the onsite 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 otherwise agreed by HPE. Any services provided outside of HPE standard business hours may be subject to additional charges.</p>
Service deployment	<p>Hardware deployment activities will include installation of the following hardware according to the product Setup and Installation Guide procedures:</p> <ul style="list-style-type: none"> • One (1) BladeSystem c3000 enclosure, including power supplies and fans; configuration of the c3000 enclosure, including setup of the Onboard Administrator, is also included • Ethernet interconnects, including Virtual Connect Ethernet and Virtual Connect Fibre Channel modules, and Infiniband • c-Class ProLiant or Integrity server blades, including server blade-qualified options, to populate a single c3000 blade enclosure • c-Class storage blades (AiO, tape, storage, etc.) and SAN switch blades into a single enclosure <p>In addition, hardware deployment will include configuration of iLO management processors and verification that the existing firmware is at the minimal acceptable firmware level.</p> <p>Software deployment will include the installation of one supported operating system type, either Microsoft Windows Server or Linux (Debian, SUSE, Red Hat®), on each blade server in a single c3000 enclosure.</p>

Table 1. Service features (continued)

Feature	Delivery specifications
Installation verification tests (IVT)	Installation verification tests will include the following: Upon completion of the installation, the Hewlett Packard Enterprise service specialist will: <ul style="list-style-type: none"> • Boot each server • Verify that the Virtual Connect Administrator connects to the profile wizard
Customer orientation session	The Hewlett Packard Enterprise service specialist will conduct an orientation session, onsite, on product usage and special features and will be available to answer questions, as appropriate. Sharing of information on product usage will include the following: <ul style="list-style-type: none"> • Navigation through the LCD Onboard Administrator • Connection of a guest PC to the enclosure • Onboard Administrator LCD installation and configuration errors

Service limitations

Activities such as, but not limited to, the following are excluded from this 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
- Service deployment on hardware covered by a third-party maintenance contract
- Resolution of hardware-related problems encountered during the verification testing process, unless covered by an active Hewlett Packard Enterprise warranty or an applicable HPE Hardware Support agreement
- Services required due to causes external to the HPE-maintained hardware or software
- Service deployment on hardware not covered by a Hewlett Packard Enterprise warranty or Hewlett Packard Enterprise support agreement
- Any services not clearly specified in this document

Design and configuration services for storage area networks (SANs) or backup and recovery processes are not included in this service and are available separately from Hewlett Packard Enterprise.

Network design and configuration services to integrate the network interconnect devices into the Customer's environment, including Virtual Connect Ethernet and Virtual Connect Fibre Channel I/O profiles, are not included in this service and are available separately from Hewlett Packard Enterprise with the BladeSystem Enhanced Network Installation and Startup Services (see the 'Ordering information section').

Installation and startup of HP-UX on Integrity server blades is not included in this service and is available separately from Hewlett Packard Enterprise (See the 'Ordering information' section).

Setup of the server operating system to boot from SAN is not included in this service and is available separately from Hewlett Packard Enterprise (see the 'Ordering Information' section).

This service is limited to the installation of a single supported operating system type (Microsoft Windows Server or SUSE or Red Hat Linux).

Service eligibility

To be eligible to receive this service, the Customer must:

- Meet the criteria identified in the “Customer responsibilities” section of this document
- Be properly licensed for the supported operating system to be installed (Microsoft Windows Server or Linux)

Customer responsibilities

The Customer will:

- Contact a Hewlett Packard Enterprise service specialist within 90 days of date of purchase to schedule the delivery of the service
- Uncrate products and place the boxes in the immediate location where the installation service will take place
- Ensure that all service prerequisites as identified in the ‘Service eligibility’ section have been met
- Be responsible for all data backup and restore operations
- 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 Hewlett Packard Enterprise service specialist will need in order 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
- Allow Hewlett Packard Enterprise full and unrestricted access to all locations where the service is to be performed

- Adhere to licensing terms and conditions regarding the use of any Hewlett Packard Enterprise service tools used to facilitate the delivery of this service, if applicable
- Provide sufficient power to the enclosure
- Ensure that there is sufficient network connectivity and verify that any required network connectivity (LAN and VLAN) is configured and available to the enclosure to support either switch and/or pass-through prior to the installation date
- Provide the installation media for the operating system to be installed (Windows or Linux) and any associated product authorization keys
- Provide a network environment that is currently running and in good working order to which the target clients will be connected
- Review, complete, and provide the pre-installation checklist to the service specialist

Ordering information

This service can be ordered using the following service part number(s):

HPE Installation and Startup Service for HPE BladeSystem Infrastructure (OS only):

- HPE BladeSystem C3000 Infrastructure: UF818E or HA114A1#58Z
- HPE BladeSystem C7000 Infrastructure: U8E79E or HA114A1#5UJ

If you have purchased a BladeSystem c3000 enclosure with HPE Insight Control software, the appropriate installation and startup service is HPE Installation and Startup Service for HPE BladeSystem c-Class Infrastructure (OS + IC): UF817E or HA114A1#5N9.

If you have purchased a BladeSystem c7000 enclosure with HPE Insight Control software, the appropriate installation and startup service is HPE Installation and Startup Service for HPE BladeSystem c-Class Infrastructure (OS + IC): UE602E or HA114A1#5FY.

For more advanced requirements or a customized installation beyond the scope of this service, custom deployments through a Statement of Work are available: HA545A1 or HA545AE.

For integration of BladeSystem c-Class Ethernet network interconnects, Hewlett Packard Enterprise offers the HPE BladeSystem Enhanced Network Installation and Startup Service: UF814E or HA124A1#5N6.

For installation of HP-UX on Integrity server blades, Hewlett Packard Enterprise offers the HPE OS and Platform Implementation Service: HA134A1#004

For configuration of BladeSystem SAN switches, backup and recovery design and configuration services, boot from SAN, or any other storage environmental services, contact your local Hewlett Packard Enterprise sales office for more information on HPE's broad portfolio of storage services.

For more information

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

hpe.com/services/support
hpe.com/services/lifecycleevent



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