



HPE CloudSystem Matrix Upgrade Implementation Services

HPE Lifecycle Event Services

When you upgrade your HPE CloudSystem Matrix environment, it is important to make sure that every component of your environment is upgraded to the appropriate, corresponding firmware version.

The HPE CloudSystem Matrix Upgrade Implementation Services include a project manager to coordinate the technical pre-planning, installation, configuration, and testing of your HPE CloudSystem Matrix upgrade package. The Matrix delivery specialist(s) performing the specific upgrade service package will help ensure that all components are upgraded to the proper version, including both software and firmware entities; perform a Matrix functionality demonstration to verify that the environment is fully operational; and provide a brief orientation for your staff.

There are three HPE CloudSystem Matrix Upgrade Implementation Service packages to choose from:

Package 1: CloudSystem Matrix Expansion Kit Implementation Service (2 days)

Integrates up to four CloudSystem Expansion Kits into your existing Matrix environment (upgrades enclosure components' firmware to the correct version for your Matrix environment)

Package 2: CloudSystem Matrix Upgrade Implementation Service (4 days)

When the current Matrix central management server (CMS) is still sufficient to handle planned managed server growth over the next six to 12 months, both the HPE Insight software and Matrix firmware will be upgraded to versions appropriate to the existing Matrix CMS.

Package 3: CloudSystem Matrix Upgrade with Migration Implementation Service (6 days)

When the current Matrix CMS requires updating to facilitate the planned managed server growth over the next six to 12 months, both the HPE Insight software and Matrix firmware will be upgraded to versions appropriate to your new Matrix CMS (provided by you), and the data from the existing CMS will be migrated over to the new CMS.

Service benefits

- Fully operational upgraded HPE CloudSystem Matrix Converged Infrastructure environment
- A project manager to coordinate the implementation of the service engagement
- Installation and startup by a Hewlett Packard Enterprise technical specialist
- Availability of a Hewlett Packard Enterprise 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 (IVT)
- Customer orientation session

Table 1. Service features

Feature	Delivery specifications
Service planning	A Hewlett Packard Enterprise project manager will plan all the necessary activities, including the identification of any prerequisites, 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 otherwise agreed by HPE. Any services provided outside of HPE standard business hours may be subject to additional charges. Technical pre-planning meetings will occur to verify Customer readiness for the service deployment.
Service deployment	Service deployment activities may include: <ul style="list-style-type: none"> • Unpacking of hardware and inspection for damage (HPE CloudSystem Matrix Expansion Kit Implementation Service package only) • Integration of hardware into Customer environment (power, network, and storage cabling—HPE CloudSystem Matrix Expansion Kit Implementation Service package only) • Installation and setup of the HPE CloudSystem Matrix hardware and firmware, and integration of the new equipment into the existing Matrix environment (HPE CloudSystem Matrix Expansion Kit Implementation Service package only) • Upgrade of the HPE CloudSystem Matrix software and firmware (upgrade packages only) • Configuration and setup of all HPE CloudSystem Matrix software (all packages) • Migration of the existing Matrix CMS data to the new Matrix CMS (HPE CloudSystem Matrix Upgrade w/Migration Implementation Service package only)
Installation verification tests (IVT)	Hewlett Packard Enterprise will run the appropriate installation verification tests required for this service.
Customer orientation session	Upon completion of the installation, the Hewlett Packard Enterprise service specialist will conduct an orientation session on product usage and special features and will be available to answer questions.

Service limitations

Activities such as, but not limited to, the following are excluded from this service:

- 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
- Application integration or integration of third-party products or peripherals not included with the system

The existing Matrix version must support being upgraded to the requested version, which might entail a multiple-step upgrade, requiring purchase of multiple HPE CloudSystem Matrix Upgrade Implementation Services to perform the full upgrade.

Matrix environments with HPE Insight Dynamics Recovery Management software configured between them need to upgrade both Matrix environments at the same time, which requires purchase of an HPE CloudSystem Matrix Upgrade Implementation Service for each Matrix environment.

Service eligibility

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

- Customers are eligible for the delivery of this service if they have an HPE CloudSystem Matrix environment covered by a current support contract with software updates support.

Customer responsibilities

The Customer will:

- Provide the Hewlett Packard Enterprise technician with the necessary configuration information to complete the implementation service, including network addressing and LUN configuration (if integration of an existing SAN is required)
- Provide an HPE ProLiant server (configured per Matrix CMS requirements) with the Microsoft® Windows® Server operating system (appropriate to Matrix CMS operating system requirements) installed and configured (HPE CloudSystem Matrix Upgrade w/Migration Implementation Service package only)
- Ensure that all service prerequisites as identified in the 'Service eligibility' section have been met
- 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
- 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
- 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 Hewlett Packard Enterprise full and unrestricted access to all locations where the service is to be performed

General provisions/Other exclusions

Hewlett Packard Enterprise 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.

Hewlett Packard Enterprise reserves the right to re-price this service if the Customer does not schedule and provide for subsequent delivery within 90 days of purchase.

Hewlett Packard Enterprise'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.

Activities such as, but not limited to, the following are excluded from this service:

- Service deployment on hardware not covered by a Hewlett Packard Enterprise warranty or service maintenance contract
- Service deployment on hardware covered by a third-party maintenance contract
- 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 required due to causes external to the Hewlett Packard Enterprise maintained hardware or software
- Any services not clearly specified in this document

Ordering information

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

Package 1: HPE CloudSystem Matrix Expansion Kit Implementation Service:

- UU959E or HA115A1-5P9

Package 2: HPE CloudSystem Matrix Upgrade Implementation Service:

- UU960E or HA115A1-5PA

Package 3: HPE CloudSystem Matrix Upgrade w/Migration Implementation Service:

- UU961E or HA115A1-5PB

For more information

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

www.hpe.com/services/support

www.hpe.com/services/lifecycleevent

