Hewlett Packard Enterprise

Data sheet

HPE Implementation of Server Boot from SAN Service

HPE Lifecycle Event Services

The HPE Implementation of Server Boot from SAN Service will configure your server environment to boot from your designated SAN. The boot from SAN capability can be utilized for various key operational benefits such as supporting virtualization technologies, server consolidation, disaster recovery, centralized management of operating system images, and more. A Hewlett Packard Enterprise service specialist will help configure up to 4 servers to boot from your designated SAN. The combination of OS types deployed for the 4 servers to boot from SAN can be either 4 servers booting Microsoft® Windows® Server or 3 servers booting Windows Server and 1 server booting VMware ESX. The Hewlett Packard Enterprise service specialist will verify that the designated servers will boot successfully as configured.

Service benefits

- 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 service specialist will plan all the service 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.

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Service deployment	Service deployment activities include: • Pre-delivery consultation – A Hewlett Packard Enterprise service specialist will review the pre-delivery questionnaire and checklist to see that the necessary technical prerequisites are met • Verifying appropriate firmware versions for the enclosure, servers, and controllers and update as required to enable boot from SAN • Installing and configuring Multipath IO (MPIO) (only if Customer is utilizing multipathing) • Configuring up to 4 HPE ProLiant servers to boot from SAN (ML/DL/BL) • Configuring HBAs and switches • Modifying the RDP boot from SAN script to deploy supported OS images (OS types deployed can be either 4 servers booting Windows Server from SAN or 3 servers booting Windows Server from SAN and 1 server booting VMware ESX from SAN) • Configuring 1 virtual machine to boot from SAN (VMware ESX), if applicable • Deploying Windows Server or VMware ESX via Rapid Deployment Pack (RDP) to the SAN • Installing volume license keys • Verifying the configured servers boot from SAN • Testing the MPIO boot for Windows, if required
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, as appropriate.

Service eligibility

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

- All hardware is installed and operational, including HPE ProLiant servers and enclosures, and SAN is installed and configured
- Virtual Connect profiles must be configured if Virtual Connect is utilized in the enclosure
- Rapid Deployment Pack (RDP) must be installed and functioning in the Customer environment
- OS images are provided by the Customer and must be available to be deployed via RDP

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
- Ensure that all service prerequisites as identified in the 'Service eligibility' section have been met
- Uncrate products and place the boxes in the immediate location where the installation service will take place
- 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
- Provide necessary software and associated licenses for Microsoft Windows Server, Multipath IO (MPIO), or VMware ESX

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- Configure SAN so that the required Logical Units (LUNs) on the SAN are presented
- Provide the LUN worldwide naming to the Hewlett Packard Enterprise service specialist
- Provide completed pre-delivery questionnaire to the Hewlett Packard Enterprise service specialist

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):

UF820E or HA124A1-59J

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

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