Hewlett Packard Enterprise

Data sheet

HPE OneView Startup Installation and Configuration Service

HPE Lifecycle Event Services

HPE OneView Startup Installation and Configuration Service is a basic fixed-price, fixed-scope installation and startup service that includes the installation and configuration of a single HPE OneView virtual appliance on a supported hypervisor host (VMware® vSphere or Microsoft® Hyper-V) on a supported HPE ProLiant server (blade or rack environment). In a blade environment, it provides configuration and setup of all managed devices within a single HPE BladeSystem c7000 enclosure. In a rack mount environment, it provides configuration and setup of all managed devices within a single HPE ProLiant server rack.

This service includes bringing the enclosure (or HPE ProLiant DL servers) under management, updating the enclosure to a specified firmware baseline, defining the enclosure's network configuration (networks, network sets, SAN connectivity, etc.), and creating and assigning server profiles for the server blades in the enclosure (or HPE ProLiant DL servers). HPE will also provide a test and verification session to help ensure that everything has been configured and set up properly, along with a customer orientation session.

This service is needed only for the first-time setup of HPE OneView in a data center.* Once HPE OneView is installed and configured, additional enclosures can be imported into the same HPE OneView environment. The process for importing additional enclosures or HPE ProLiant DL servers will be covered in the customer orientation session.

*One instance of HPE OneView will manage up to 40 enclosures and up to 640 servers per environment.

Service benefits

- 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 have been met
- Installation and configuration of HPE OneView
- Customer orientation session

Service feature highlights

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

This data sheet is governed by the Hewlett Packard Enterprise current standard sales terms, which include the supplemental data sheet, or, if applicable, the Customer's purchase agreement with Hewlett Packard Enterprise.

Table 1. Service features

Feature	Delivery specifications
Service planning	An HPE service specialist 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 upon by HPE. Any services provided outside of HPE standard business hours may be subject to additional charges. As part of the pre-delivery process, HPE will review with the Customer: • What is included in this service • The service prerequisites • The pre-delivery and onsite checklist
Service deployment	The HPE service specialist will install and configure HPE OneView on a supported Customer-supplied hypervisor host. As part of the service deployment, HPE will provide the following: • Download and deploy HPE OneView virtual appliance on a supported hypervisor (VMware vSphere [ESXi] or Microsoft Hyper-V) • Perform the first-time setup steps for the appliance • Specify appliance hostname, IP addressing, Domain Name System (DNS) servers, network time protocol (NTP) servers, etc. • Validate access to the appliance from a browser client • Download and install the latest Service Pack for ProLiant (SPP) ISO images, as required for newly installed hardware • For BladeSystem environments, define networks, network sets, logical interconnect group, and enclosure group, and import the first enclosure • Import HPE 3PAR StoreServ Storage array and HPE-supported SAN manager, and perform storage configuration • For rack mount server environments, import up to 16 supported HPE ProLiant DL servers that are installed in one rack • Define and deploy server profiles, which also detail server attributes for HPE ProLiant Generation 8 (Gen8) and later generations of HPE ProLiant servers: – Firmware baseline – Network connectivity (Ethernet and Fibre Channel) – Local storage and/or SAN storage volume configuration – Boot order – BIOS configuration – Virtual or physical IDs (Ethernet MAC, Fibre Channel WWN, and serial number/UUID) Note: Not all of the server profile attributes listed here are supported on ProLiant DL or Generation 7 (Gen7) server blades. Please refer to the current HPE OneView Support Matrix for details. • From HPE OneView, enable Remote Support and register the appliance (if allowed by Customer environment)
Installation verification tests (IVTs)	HPE will run the appropriate IVTs required for this service.
Customer orientation session	Upon completion of the installation, the HPE service specialist will conduct an orientation session on product usage and special features, and will be available to answer questions, as appropriate. This session is not to exceed one hour.

Service limitations

Any services not clearly specified in this document or in an associated Statement of Work (SOW) are excluded from this service. Please consult your HPE specialist if additional work is needed beyond what is outlined here.

Resolution of hardware-related problems encountered during the verification testing process, unless covered by an active HPE warranty or an applicable HPE Hardware Support agreement, are excluded from this service.

Service eligibility

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

A supported hypervisor host on a supported HPE ProLiant server:

– Supported hypervisors: VMware vSphere (ESXi) and Microsoft Hyper-V

• HPE OneView virtual appliance requirements:

This data sheet is governed by the Hewlett Packard Enterprise current standard sales terms, which include the supplemental data sheet, or, if applicable, the Customer's purchase agreement with Hewlett Packard Enterprise.

– Four 2 GHz virtual CPUs
  – 16 GB of memory dedicated to the appliance
  – 170 GB of thick-provisioned disk space
  – A connection to the management LAN (HPE recommends that the Customer have separate networks for management and data)
  – Supported hypervisors: VMware vSphere (ESXi) and Microsoft Hyper-V
  – One static IP address that will be allocated to the appliance

Note: For a list of all supported enclosures, server blades, and HPE ProLiant DL rackmount servers, refer to the current HPE OneView Support Matrix.

- Supported interconnects:
  – HPE Virtual Connect FlexFabric
  – HPE Virtual Connect Flex-10
  – Fibre Channel modules
  – Cisco Fabric Extender**

**Requires separate "HPE OneView B22HP FEX Management License."

- Supported browsers:
  – Microsoft Internet Explorer
  – Mozilla Firefox
  – Google™ Chrome

Note: For the most up-to-date information, please refer to the current HPE OneView Support Matrix.

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 HPE 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 documentation of the top-of-rack (TOR) network switch configuration and Fibre Channel storage configuration (direct-attach SAN or fabric-attach SAN configurations), HPE Onboard Administrator, and toe tag for primary Virtual Connect modules.

This data sheet is governed by the Hewlett Packard Enterprise current standard sales terms, which include the supplemental data sheet, or, if applicable, the Customer's purchase agreement with Hewlett Packard Enterprise.

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

Travel charges may apply; please consult your local HPE office.

Ordering information

HPE OneView Startup Installation and Configuration Service can be ordered using the following product numbers:

- U1V78E (Fixed Support Service)
- H6K67A1 (Upfront Flex Support Service)
- H6K67AE (Per Event Support Service)

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

© Copyright 2013-2016 Hewlett Packard Enterprise Development LP. The information contained herein is subject to change without notice. The only warranties for Hewlett Packard Enterprise products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. Hewlett Packard Enterprise shall not be liable for technical or editorial errors or omissions contained herein.

This data sheet is governed by the Hewlett Packard Enterprise current standard sales terms, which include the supplemental data sheet, or, if applicable, the Customer's purchase agreement with Hewlett Packard Enterprise.

Google is a trademark of Google Inc. Microsoft is either a registered trademark or trademark of Microsoft Corporation in the United States and/or other countries. VMware is a registered trademark of trademark of VMware, Inc. in the United States and/or other jurisdictions.

4AA4-2814ENN, September 2016, Rev. 7

Hewlett Packard Enterprise