Hewlett Packard Enterprise

HPE Installation and Startup Superdome X System

HPE Lifecycle Event Services

Service benefits

- A deployment manager to manage the implementation of the solution

- Verification prior to installation that all service prerequisites are met

- 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

- More efficient installation, provided all service prerequisites are met prior to commencement of service

- Knowledge transfer of the HPE Superdome X System basic features and functionality

Service feature highlights

- Deployment management

- Comprehensive site environmental readiness review

- Customized installation plan

- Installation and startup

- Installation verification tests (IVTs)

- Basic knowledge transfer

The HPE Installation and Startup Service for the HPE Superdome X System is designed to provide onsite installation of the HPE Superdome X System. The service can be complemented by also purchasing HPE Factory Express to provide additional design and factory integration services.

The HPE Installation and Startup Service provides comprehensive site evaluation, preparation, and verification; installation planning and management; consolidated shipment, unpacking, moving to final location, and plug-in of the system with removal of packing materials; and power-up, basic connectivity testing, and booting of the operating system (if OS was installed in the factory) as more fully described below.

Table 1. Service features

Feature	Delivery specifications
Deployment management	A Hewlett Packard Enterprise service specialist will work with you remotely to determine your desired system configuration. Once established, a Hewlett Packard Enterprise deployment manager will be assigned to remotely manage the deployment of the HPE Superdome X System. Working closely with the Customer, the deployment manager will: • Determine the preferred delivery strategy • Coordinate and track performance of all deployment activities (site readiness, manufacturing/build status, delivery schedules, and installation resources) • Help resolve any issues concerning delivery and installation • Help to enable a smooth transition to operation
Comprehensive site environmental readiness review	A Hewlett Packard Enterprise installation specialist will work with the Customer to evaluate the Customer's current site for compliance with the site and environmental requirements of the HPE Superdome X System. Evaluation areas include: • Room size, flooring structure, and openings for power and cables • Accessibility from building entrance to designated position in data center • Fire detection and suppression • Electrical/Static characteristics, grounding, power, surge protection, and backup • Power infrastructure in data center for adequate and appropriate powering of the Superdome X system rack • Interference (RMI, EMI, etc.) • Air conditioning • Maintenance practices and equipment conditioning At the conclusion of this review, a report will be created with detailed recommendations for actions that need to be taken prior to the HPE Superdome X installation.

Table 1. Service features (continued)

Feature	Delivery specifications
Customized installation plan	The Hewlett Packard Enterprise deployment manager will: • Plan and arrange for the onsite server installation at a mutually agreed time which shall be during local HPE standard business days and hours, excluding HPE holidays • Communicate and confirm the planned system delivery and installation dates with the Customer and the Hewlett Packard Enterprise service delivery specialist
Installation and startup	Once the system has been configured at the factory and delivered to the Customer site, the Hewlett Packard Enterprise service delivery specialist will install the Superdome X by performing the following tasks: • Confirming the HPE Superdome X delivery date and coordinating the logistics of the onsite installation • Unpacking, positioning, and powering up the system • Booting each factory-configured partition and verifying that all applicable patches have been applied (only if shipped w/boot disk) • Establishing connectivity to key system peripherals sold with the solution • Configuring remote support tools (HPE Insight Remote Support) • Configuring standard server networking parameters required to establish connectivity to the Customer's network • Cleaning up and disposing of unnecessary packaging material
Installation verification tests (IVTs)	Hewlett Packard Enterprise will run the appropriate installation verification tests required for this service. The Hewlett Packard Enterprise service delivery specialist will: • Verify that all cables are connected by performing a visual inspection • Verify that the hardware is working in operation mode by viewing the LED status • Verify the installation by accessing the HPE Superdome X server using a remote connection • Verify that the operating system is running properly (if it was factory-loaded and configured) • Verify network connectivity • Verify that the latest firmware revisions for all HPE Superdome X components (server, Onboard Administrator, Integrated Lights-Out [iLO], etc.) are installed
Basic knowledge transfer	Upon completion of the service, the Hewlett Packard Enterprise service delivery specialist will conduct an orientation session on product usage and special features and will be available to answer questions, as appropriate. This session is completed in the same day the on-site services are completed. Customer is responsible for ensuring attendance at this session and providing the necessary logistics to enable HPE to provide the orientation session. The knowledge transfer session will include review of basic features and functionality as follows: • Accessing the HPE Superdome X server • High level review of the HPE Superdome X user service guide and HPE Superdome X management tools • Launching the Onboard Administrator interface • Demonstrating access to the console for each factory-configured partition from iLO • Reviewing proper system startup, shutdown, and maintenance procedures • Providing the Customer with access to the technical documentation for the HPE Superdome X

Service eligibility

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

- The Customer must have all power and data cables in place and functioning.

- The Customer must ensure that the site, cable runs, and power outlets conform to all local fire and electrical codes and to Hewlett Packard Enterprise's recommended specifications.

- The Customer must have documented basic server and network customization requirements, such as network settings (host name, IP address, subnet, and gateway), prior to arrival of the Hewlett Packard Enterprise service delivery specialist.

- The Customer must implement the recommendations provided in the site environment readiness report.

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 prior to service delivery

- Designate a 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 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 Hewlett Packard Enterprise full and unrestricted access to all locations where the service is to be performed

- Complete all readiness activities mentioned in the site environment readiness review prior to the agreed installation date

General provisions/Other exclusions

- Services will be performed during HPE local business days and hours, excluding HPE holidays

- This service is limited to a single HPE Superdome X System at a single physical site

- 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.

- Portions of the service are delivered remotely or onsite, at Hewlett Packard Enterprise's discretion.

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

- 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

- Loading or configuring the server operating system

- Any services not clearly specified in this document

Ordering information

- Services can be ordered using the following service package part numbers: HPE Installation and Startup Superdome X System

- For first server on the order: HA124A1#5VH

- For additional servers on same order installed on the same date/location as the first server: HA124A1#5VJ

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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