



HPE Apollo 8000 System Startup Service

HPE Lifecycle Event Services

HPE Apollo 8000 System Startup Service provides installation of HPE Apollo f8000 and 8000 Intelligent Cooling Distribution Unit (iCDU) Racks, including all the associated HPE ProLiant servers and network switches.

This service provides site readiness verification, installation planning and management, unpacking, plug-in of the system, installation of a secondary water loop between HPE Apollo 8000 System racks, setup of the cooling distribution unit, powering up the system, and basic connectivity testing.

You can order the service in three parts to scale with the HPE Apollo 8000 System: per facility, per HPE Apollo iCDU Rack, and per HPE Apollo f8000 Rack. See the 'Ordering information' section for more details.

Service benefits

- A deployment manager to oversee the implementation of the service engagement
- Verification prior to installation that all service prerequisites have been met
- Installation and startup by a Hewlett Packard Enterprise technical specialist
- Availability of a Hewlett Packard Enterprise service specialist to answer basic questions during service delivery
- Delivery of the service at a mutually scheduled time convenient to your organization

Service feature highlights

- Deployment management
- Service planning
- Site readiness verification checklist
- Installation and startup
- Installation verification tests (IVT)
- Customer orientation session

Table 1. Service features

Feature	Delivery specifications
Deployment management	<p>Once the desired configuration has been solidified, a Hewlett Packard Enterprise deployment manager will be assigned to help manage the deployment of the HPE Apollo 8000 System. Working closely with the Customer, this manager will:</p> <ul style="list-style-type: none"> • Coordinate and track the performance of all deployment activities (site readiness verification, manufacturing/build status, delivery schedules, and installation resources) • Help address any issues concerning delivery and installation
Service planning	<p>The deployment 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 Hewlett Packard Enterprise 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> <p>The Hewlett Packard Enterprise deployment manager will:</p> <ul style="list-style-type: none"> • Confirm the installation dates with the Customer and the Hewlett Packard Enterprise service delivery specialist • Communicate and confirm the planned hardware delivery date with the Customer and the Hewlett Packard Enterprise service delivery specialist
Site readiness verification checklist	<p>A Hewlett Packard Enterprise deployment manager will work with the Customer to verify the site, including communication of the physical requirements of the HPE Apollo 8000 System with validation from the Customer that the all requirements have been met prior to delivery of the installation services. Verification areas include, but are not limited to, the following:</p> <ul style="list-style-type: none"> • Location, flooring structure, and openings for power and network cables • Accessibility from the building entrance to a designated position in the data center • Power and lighting considerations • Safety considerations • Cooling considerations • Water preparation considerations
Installation and startup	<p>Once the HPE Apollo 8000 System has been configured at the factory and delivered to the Customer site, the Hewlett Packard Enterprise service delivery specialist will arrive onsite to perform the installation and startup services.</p> <p>Depending on the service ordered, these activities may include:</p> <ul style="list-style-type: none"> • Confirming the HPE Apollo 8000 System delivery date and coordinating the logistics of the onsite installation <p>Per HPE Apollo iCDU Rack:</p> <ul style="list-style-type: none"> • Installing a manifold for a secondary water loop • Installing HPE Apollo 8000 iCDU Racks • Connecting a secondary water loop between an HPE Apollo f8000 Rack and an HPE Apollo 8000 iCDU Rack • Connecting power between racks • Providing system fluid startup and initial monitoring • Running HPE Apollo 8000 iCDU functional testing • Running HPE Apollo 8000 iCDU fluid monitoring of system stability and troubleshooting • Installing HPE Apollo 8000 System switches within in an Apollo 8000 iCDU Rack • Connecting network Ethernet cables between racks according to a predefined scheme • Powering on the system <p>Per HPE Apollo f8000 Rack:</p> <ul style="list-style-type: none"> • Installing HPE Apollo f8000 Racks • Connecting a secondary water loop between an HPE Apollo f8000 Rack and an HPE Apollo 8000 iCDU Rack • Connecting power to and between racks • Installing HPE Apollo 8000 System switches • Connecting network Ethernet cables between racks according to a predefined scheme • Installing server trays • Powering on the system <p>Per HPE Apollo 8000 iCDU Rack or HPE Apollo f8000 Rack</p> <ul style="list-style-type: none"> • Checking all network connections within the HPE Apollo 8000 System • Running HPE Apollo 8000 System testing • Configuring HPE Apollo 8000 System Manager

- Cleaning up and disposing of packaging material

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 basic product usage and special features, and will be available to answer questions, as appropriate. This orientation session will be completed on the same day the installation is completed. The Customer is responsible for ensuring attendance at this session and providing the necessary logistics to enable HPE to provide the orientation session.

Service limitations

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

The onsite service is delivered as a single event at one physical site on a single HPE Apollo 8000 System.

HPE Apollo 8000 System Startup Service must be ordered together with HPE Factory Express Customized Integration with Onsite Startup Service (also known as HPE Factory Express Package 3).

This service does not include cooling analysis, or architecture or detailed design such as cable or rack layout.

For an HPE Apollo 8000 System integrated into a High Performance Computing (HPC) Cluster, Hewlett Packard Enterprise recommends pre-integration in the factory of an HPE Apollo 8000 System as an HPE Cluster Platform solution. HPE Cluster Platform solutions are pre-integrated at the HPE factory with HPE Cluster Platform integration services.

HPE Apollo 8000 System Startup Service does not include software installation.

HPE Cluster Platform software integration services are sold separately to customers who need software pre-installed in the factory as part of the HPE Cluster Platform standard solution.

HPE Apollo 8000 System Startup Service does not include the configuration of the software installed on the HPE Apollo 8000 System.

Cluster startup services with a custom Statement of Work (SOW) are sold separately to customers who need a cluster software configuration, such as HPE Insight Cluster Management Utility (Insight CMU) or scheduler, performance verification or benchmarks, or an extended knowledge transfer.

HPE Apollo 8000 System Startup Service does not include moving the HPE Apollo 8000 System from the dock to the data center. Hewlett Packard Enterprise logistic services can be purchased separately, including also, for example, the removal of packing material.

HPE Apollo 8000 System Startup Service does not include InfiniBand cabling between racks. HPE High Performance Computing (HPC) Cluster Rack Interconnect Service can be purchased separately.

Service eligibility

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

- The Customer must have ordered a new HPE Apollo 8000 System.
- The Customer must have all required power source, water source, and network infrastructure 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 have conformed to all the guidelines and requirements in the site preparation guide.
- The Customer must meet all prerequisites prior to scheduling onsite delivery of the service.

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
- 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
- Ensure that the technical contact provides technical integration and configuration details to Hewlett Packard Enterprise when placing the order; depending on the scope of customization, this integration package may include architecture design along with Visio drawings of the customized hardware layout
- 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
- Provide a storage location for the chemicals used for HPE Apollo 8000 System maintenance; the chemical storage location must be compliant with local regulations
- Establish the connection of the primary water loop between the HPE Apollo 8000 iCDU manifold and the water supply of the facility
- Establish the facility's power connection to the HPE Apollo f8000 and 8000 iCDU Racks

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 an HPE 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

Any services provided outside of HPE standard business hours may be subject to additional charges.

Defective hardware, as identified during the installation, will be replaced or repaired under the original vendor warranty terms for HPE-supplied or HPE-supported products.

Ordering information

HPE Apollo 8000 System Startup Service can be ordered using the following service product number(s):

- HA124A1#5VP for HPE Apollo 8000 Per Facility Startup Service
- HA114A1#5VQ for HPE Apollo f8000 Rack Startup Service
- HA114A1#5V5 for HPE Apollo 8000 iCDU Rack Startup Service

Customers should order:

- One HA124A1#5VP per single onsite service event delivered at one physical site; add additional services if more than one single onsite service event at one physical site is required
- One HA114A1#5VQ per HPE Apollo f8000 Rack
- One HA114A1#5V5 per HPE Apollo 8000 iCDU Rack

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

