

HPE 200 Series Hyper Converged StoreVirtual for Microsoft Cloud Platform Installation and Startup Service

HPE Lifecycle Event Services

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 have been met

Service feature highlights

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

HPE 200 Series HC StoreVirtual for Microsoft® Cloud Platform System Standard Installation and Startup Service provides planning, service deployment, installation verification testing (IVT), and an orientation session to facilitate deployment of the features and functionality of an HPE Hyper Converged 200 Series StoreVirtual product.

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 by HPE. Any services provided outside of HPE standard business hours may be subject to additional charges.
Service deployment	An HPE service specialist will contact the Customer to schedule the delivery of the services and validate that all pre-delivery requirements and prerequisites have been or will be met prior to installation. During this service planning activity, the HPE service specialist will work remotely with the Customer to plan all the necessary activities, which will include: <ul style="list-style-type: none"> • Communication and verification of the OS, hardware, software, driver, and environmental prerequisites required for the installation of the HPE Hyper Converged 200 Series for Microsoft Cloud Platform System Standard • Collection, using a pre-delivery checklist, of the information needed to plan the deployment, including confirmation that the server firmware is supported and determination of any steps needed to bring it within specifications, if applicable prior to delivery of the installation services • Data store design, up to a limit of 10 data cluster volumes, that the Customer wishes to have implemented as part of the installation services

Table 1. Service features (continued)

Feature	Delivery specifications
	<ul style="list-style-type: none"> • Preinstall verification that the proposed network configuration meets product specifications • Preinstall verification on the configuration, subject to any limitations as described in this data sheet, and review of the service deployment activities • Scheduling the service delivery at a time mutually agreed upon by HPE and the Customer, which shall be during local HPE standard business days and hours excluding HPE holidays. <p>Service deployment activities will include:</p> <ul style="list-style-type: none"> • Installation of the hardware into a customer-supplied rack • Connection of customer-supplied and pre-run network cabling to the enclosure and server nodes, if applicable • Connection to the Customer's Active Directory environment • Creation of a management group through the pre-installed OneView InstantOn software • Creation of up to 10 data cluster volumes, as specified by the Customer through the set up process • Installation of either HPE Insight Remote Support Advanced (RSA) software or discovery of the HPE Hyper Converged 200 Series for Microsoft Cloud Platform System Standard hardware within an existing implementation of HPE Insight Remote Support Tool software for qualified hardware
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 limitations

Any services not clearly specified in this document or in an associated Statement of Work (SOW) are excluded from this service.

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

The onsite service is delivered as a single event at one physical site on a single HPE Hyper Converged 200 Series for Microsoft Cloud Platform System Standard product.

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

- 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
- Application integration or integration of third-party products or peripherals not included with the system
- Operational testing of applications, or additional tests requested or required by the Customer

Implementation of software revisions, including hot fixes, patches, service packs, or upgrades from prior versions, on the Customer's existing SAN, host, and application environment

- Application integration or integration of third-party products or peripherals not included with the system
- 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
- Planning, design, or implementation of the Customer's overall SAN, blade, or fabric architecture
- Reorganization of existing racks to create space for the HPE Hyper Converged 200 Series for Microsoft Cloud Platform System Standard hardware
- Installation and configuration of switches, routers, or network gateways
- Integration with any hardware or software components not supported by the HPE Hyper Converged 200 Series for Microsoft Cloud Platform System Standard product

Service eligibility

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

- Review, complete, and provide the pre-installation checklist to the service specialist prior to the installation date
- Provide sufficient network connectivity and ensure that any required network connectivity (LAN and VLAN) is configured and available to the enclosure to support either switch and/or pass-through prior to the installation date
- Be responsible for the pulling and installation of cables outside the immediate work area; configure and provide network cables, IP addresses, and subnet masks required for the installation as defined in the product documentation
- Allow HPE personnel full and unconditional access to all software products to be supported; if security restrictions apply to any supported systems, the Customer may be required to assume additional responsibilities for maintaining these systems and their associated software
- Retain, and provide to HPE upon request, all original software licenses, license agreements, license keys, and subscription service registration information, as applicable for this 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

- 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

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

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



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