



HPE Health Check Service for HPE ConvergedSystem for SAP HANA

HPE Lifecycle Event Services

Keeping your AppSystem 1.0/1.2, CS500 and CS900 HPE ConvergedSystem for SAP HANA appliances running at peak performance is critical. But maintaining the overall health and versioning of the appliance infrastructure—servers, storage, and networking—as well as their associated firmware and drivers, can be daunting. The HPE Health Check Service provides a one-time remote technical assessment of your HPE ConvergedSystem for SAP HANA appliance computing environments on specific data points as identified in the Services Features table below.

This service is designed to help identify potential system configuration and availability problems on your designated HPE ConvergedSystem for SAP HANA appliances before they might affect your critical operations. HPE consultants use HPE software tools that collect and analyze the specified static and dynamic information and configuration information characteristics. A report is developed after careful analysis of this collected information, resulting in a Health Check report that is delivered electronically. This service is recommended for customers who are familiar with self-help tools and who have an interest in managing their own systems.

Service benefits

- Is designed to help uncover potential configuration and availability problems on your HPE ConvergedSystem for SAP HANA appliance before they might affect your business operations or impact your SAP HANA KPIs
- Potentially improve system performance and reduce downtime
- Allows your IT resources to stay focused on their core tasks and priorities
- Provides an analysis of your designated HPE ConvergedSystem for identified SAP HANA appliance system information using HPE system management practices for that configuration
- Provides electronic delivery of a Health Check report outlining analysis results with HPE recommendations

Service feature highlights

- Remote HPE ConvergedSystem for SAP HANA appliance system data collection
- Data analysis on HPE ConvergedSystem for SAP HANA appliance
- HPE ConvergedSystem for SAP HANA Health Check report
- Appliance Health Check service report electronic delivery

Table 1. Service features

Feature	Delivery specifications
Remote HPE ConvergedSystem for SAP HANA appliance system data collection	HPE will provide the Customer with the required system access details for delivery of the HPE Health Check Service. This will include details on system access and data collection requirements. Collected data will include information on OS Kernel parameters, OS drivers, compute configuration and firmware, storage configuration and firmware, and network configuration and firmware on HPE Serviceguard, if applicable. HPE will remotely access the Customer's designated systems to collect this data.
Data analysis on HPE ConvergedSystem for SAP HANA appliance	HPE will perform a detailed SAP HANA appliance analysis, based on the collected information defined above, evaluating system configuration, revision levels, and Serviceguard availability elements, if applicable.
HPE ConvergedSystem for SAP HANA Health Check report	The Health Check report will document the analysis results for the HPE ConvergedSystem for SAP HANA appliance compute, storage, and networking elements, highlighting certain conditions and settings that HPE recommends that the Customer either address immediately and/or which require a more in-depth assessment that is outside the scope of these services but which can be provided at a separate charge. Recommendations will be provided based on HPE best practice configuration settings and recommended appliance element version levels.
Appliance Health Check report electronic delivery	The HPE ConvergedSystem for SAP HANA Health Check report is delivered electronically after completion of the data analysis.

Service limitations

These services will be delivered remotely between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday, excluding HPE holidays. Off-hours delivery can be provided at an additional charge.

Follow-up activities including, but not limited to, the implementation of any HPE recommendations or further analysis based on report output are not included in this service offering but may be obtained in a separate Hewlett Packard Enterprise services engagement subject to additional charges.

The HPE ConvergedSystem for SAP HANA Appliance Health Check Service report is delivered electronically upon completion.

HPE recommendations are provided with the intention of helping the Customer address the health of their HPE ConvergedSystem infrastructure based upon the specific data collected on the identified infrastructure and as reported by the HPE tools for these services.

Deliverables are accepted upon delivery.

Service eligibility

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

- The HPE Health Check Service is only available on AppSystem 1.0/12, CS500 and CS900 HPE ConvergedSystem for SAP HANA appliances. This service must be purchased for each HPE ConvergedSystem for SAP HANA appliance and for every computer node/rack (as defined below) that will require this service.
- The Customer must be running or allow HPE to run the appropriate HPE tools to perform this service.
- HPE ConvergedSystem for SAP HANA appliances that have been modified and/or customized into unsupported HPE appliance configurations are not eligible for this service.

Customer responsibilities

The Customer will:

- Have a valid HPE support contract and provide a valid service agreement ID (SAID) for the HPE ConvergedSystem for SAP HANA appliances that will receive this service
- Allow HPE full and unrestricted network access to all systems where the service is to be performed
- Contact a Hewlett Packard Enterprise service specialist within 90 days of date of purchase to schedule the delivery of the service
- Assign a designated person from the Customer's staff who, on behalf of the Customer, will grant all approvals, provide information, and otherwise be available to assist Hewlett Packard Enterprise in facilitating the delivery of this service
- Provide contact information, including email address details, for delivery of the completed Health Check report
- At the discretion of HPE, install remote connectivity tools and proprietary software service tools
- Be responsible for all SAP HANA database backup and restore operations

The Customer acknowledges and agrees that HPE may use resources outside the country of purchase to remotely access the HPE ConvergedSystem in order to perform these services.

Ordering information

To order the HPE Health Check Service for the HPE ConvergedSystem for SAP HANA Appliance, please use the following part numbers:

- AppSystem 1 Scale Up and CS500 Scale Up Appliances are priced per compute node (quantity: 1 Health Check report per compute node):
 - Flex support service SKU: HOJS5A1
 - Per event SKU: HOJS5AE
- AppSystem 1 and 1.2 Scale Out, CS500 Scale Out and CS900 Scale Up/Scale Out Appliances are priced by rack (quantity: 1 Health Check report per system rack):
 - Flex support service SKU: HOJS6A1
 - Per event SKU: HOJS6AE

Note: A compute node is defined as an HPE ProLiant DL server or BL blade server.

These services are also available for purchase using HPE Technology Services Support Credits.

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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