Firmware Update Service for HPE ConvergedSystem 300 for Microsoft Analytics Platform

HPE Lifecycle Event Services

Firmware Update Service for HPE ConvergedSystem 300 for Microsoft® Analytics Platform provides firmware update implementation on the server, storage, and networking components of your HPE ConvergedSystem 300 for Microsoft Analytics Platform appliance, AppSystem for Microsoft SQL Server Parallel Data Warehouse appliance, and Enterprise Data Warehouse appliance.

Keeping your HPE ConvergedSystem 300 for Microsoft Analytics Platform appliance running at peak performance is critical. Each appliance is validated and tested to run a specific combination of software, firmware, and drivers. The Master Reference Architecture (MRA) lists the tested firmware and driver "recipe" supported for a particular version of the Parallel Data Warehouse software. Updates to HPE ConvergedSystem appliances are necessary to keep your system up to date, and are intended to help prevent issues caused by known problems and enable you to obtain product enhancements, as they are made available. These updates are typically required as part of a Microsoft Appliance Update (AU).

Firmware Update Service for HPE ConvergedSystem 300 for Microsoft Analytics Platform has two options:

- The HPE CS300 for APS DEVICE FIRMWARE UPDATE SERVICE performs a one-time firmware update implementation on up to four devices (servers, storage and network switches) of a ConvergedSystem 300 for Microsoft Analytics Platform, AppSystem for Microsoft SQL Server Parallel Data Warehouse, or Enterprise Data Warehouse appliance, based upon the applicable MRA.

- The HPE CS300 for APS FULL APPLIANCE FIRMWARE UPDATE SERVICE performs a one-time firmware update implementation on all of the devices (servers, storage, and network switches) of a ConvergedSystem 300 for Analytics Platform, AppSystem for Microsoft SQL Server Parallel Data Warehouse, or Enterprise Data Warehouse appliance, based upon the applicable MRA. As a prerequisite of this service, you must ensure that a Microsoft Appliance Update (AU) has been completed.

Hewlett Packard Enterprise specialized technical resources will perform these updates onsite, working with you to determine the appropriate schedule and implementation with the goal of reducing disruption to your IT environment.

Service benefits

- Is intended to help you maintain the stability and availability of the HPE ConvergedSystem 300 for Microsoft Analytics Platform appliance

- Allows you the convenience of having HPE technical experts perform a task often required as part of a Microsoft Appliance Update (AU)

- Delivers firmware updates and is designed to help keep the appliance running at optimal performance in a way that can help reduce the disruption to your IT environment

- May contribute to improved system performance and reduced downtime

- Is designed to allow your IT resources to stay focused on their core tasks and priorities

- Delivers the service at a mutually scheduled time convenient to your organization between the hours of 8:00 a.m. and 5:00 p.m. local time, Monday through Friday, excluding HPE holidays. Off-hours delivery can be provided at an additional charge.

Service feature highlights

- Planning and preparation for implementation

- Implementation of firmware updates

- Validation of the implementation plan

Table 1. Service features

Feature	Delivery specifications
Planning and preparation for implementation	Working remotely with the Customer, the Hewlett Packard Enterprise service specialist will: • Verify that all service prerequisites have been met • Create an implementation plan for those appliances for which this service has been purchased, along with current and target revisions for the firmware covered under this service • Document Hewlett Packard Enterprise's recommendations regarding the order in which the updates will be performed, including any steps that the Customer must perform before the HPE service specialist can update the HPE appliance • Develop the schedule for the implementation process, including whether it will occur during normal business hours as specified in the 'Service benefits' section, and when systems will be taken offline; any work outside of HPE business hours is subject to additional charges • Review the Customer's responsibilities during the updates, for example, whether it is necessary to shut down applications or disconnect the target products from the network, who will be handling these responsibilities for the Customer, any dependencies for getting the updates completed, the appropriate Customer contacts, and an escalation path when the updates are being implemented • Discuss the update process, schedule, and implementation plan
Implementation of firmware updates	The Hewlett Packard Enterprise service specialist will implement the firmware updates for each device in the HPE appliance for which this service is purchased, per the implementation plan.
Validation of the implementation plan	The Hewlett Packard Enterprise service specialist will update the implementation plan with information on the work performed, including revisions that were installed on each product, and deliver a final report to the Customer electronically.

Service limitations

This service is limited to updating the firmware for the HPE solution components (server, storage, and network switches) of the HPE Enterprise Data Warehouse appliance, the AppSystem for Microsoft SQL Server Parallel Data Warehouse appliance, and ConvergedSystem 300 for Microsoft Analytics Platform appliance at a single physical Customer location.

These services will be delivered onsite 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.

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

- Installation or configuration of any hardware or software products

- Loading, management, migration, or manipulation of the Customer's production data

- Operational testing of applications and/or the database

- Troubleshooting of interconnectivity, compatibility, network compatibility, or other problems

- Any upgrade or installation of any remote tools present (such as HPE Systems Insight Manager, HPE Insight Remote Support, and HPE Service Tools)

Service eligibility

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

- Firmware Update Service for HPE ConvergedSystem 300 for Microsoft Analytics Platform is only available on the following HPE ConvergedSystem products: ConvergedSystem 300 for Microsoft Analytics Platform appliance, AppSystem for Microsoft SQL Server Parallel Data Warehouse appliance, and Enterprise Data Warehouse appliance.

- This service must be purchased for each individual HPE ConvergedSystem that will require firmware update implementation.

- HPE ConvergedSystem 300 for Microsoft Analytics Platform appliances that have been modified and/or customized into unsupportable HPE appliance configurations are not eligible for this service.

- The Customer must be running or allow Hewlett Packard Enterprise to run the appropriate HPE tools to enable the updates.

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

- Have a valid HPE support contract and provide a valid service agreement ID (SAID) for the HPE ConvergedSystem Microsoft Analytics Platform appliance that will receive this service

- Assign a designated person from the Customers 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

- Ensure that there is careful coordination between the Microsoft support team and the HPE technical resources

- Allow Hewlett Packard Enterprise full and unrestricted network access to all systems where the service is to be performed

- Provide system downtime in accordance with requirements specified in the implementation plan

- Ensure that all prerequisites have been met, including, but not limited to, completion of a Microsoft Appliance Update (AU) that includes a firmware compatibility analysis report intended to help reduce the risk of firmware version compatibility problems

- Be responsible for all database backup and restore operations

- Provide a copy of the firmware compatibility analysis report with sufficient time for HPE to review and determine eligibility for this service

- Acknowledge and agree that HPE may use resources outside the country of purchase to remotely access the HPE ConvergedSystem in order to perform these services

General provisions/Other exclusions

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 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.

This update service does not include a compatibility analysis of firmware and software revision interoperability within the IT environment. Such analysis is available from Hewlett Packard Enterprise as a separate engagement for an additional fee, if desired by the Customer.

HP is not liable for the performance or nonperformance of third-party hardware or software vendors, their products, or their support services.

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

- Any services not clearly specified in this document

- 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

Ordering information

These services are available for purchase using credit-based services offered by Hewlett Packard Enterprise and can also be purchased in multiple quantities of service product numbers, depending on the type and number of HPE products to be updated, using the following product numbers:

– H0JS3A1/ H0JS3AE for HPE CS300 for APS DEVICE FIRMWARE UPDATE SERVICE

– H0JS4A1/ H0JS4AE for HPE CS300 for APS FULL APPLIANCE FIRMWARE UPDATE SERVICE

To order the Firmware Update Service for HPE ConvergedSystem 300 for Microsoft Analytics Platform, please contact an HPE sales representative or authorized HPE reseller to estimate the quantity of HPE Firmware Update Service required to update the desired set of HPE products.

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

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