HPE OneView with Insight Control server provisioning (ICsp) Installation and Startup Service

Support Services

HPE OneView with Insight Control server provisioning (ICsp) Installation and Startup Service is a basic fixed-price, fixed-scope installation and startup service that includes the installation and configuration of a single HPE OneView virtual appliance on a supported hypervisor host (VMware® vSphere® or Microsoft® Hyper-V) on a supported HPE ProLiant server (blade or rack environment).

• In a blade environment, the service includes configuration and first-time setup of all managed devices within a single HPE BladeSystem c7000 enclosure.

• In a rack mount environment, the service includes configuration and first-time set up of all managed devices within a single rack.

This includes bringing the enclosure (or HPE supported ProLiant servers) under management, updating the enclosure to a specified firmware baseline, defining the enclosure's network configuration (networks, network sets, SAN connectivity, etc.), and creating and assigning server profiles for the server blades in the enclosure (or HPE ProLiant servers).

This service also includes:

• The installation and startup of the ICsp appliance on another separate supported hypervisor host (VMware vSphere or Microsoft Hyper-V) on a supported HPE ProLiant server.

• The installation and startup of the HPE ProLiant Media Server on a separate supported HPE ProLiant server running Microsoft Windows Server®.

HPE will also provide a test and verification session to help ensure that everything has been configured and set up properly, along with a customer orientation session.

This service is needed only for the first-time setup of HPE OneView in your data center.[1] Once HPE OneView is installed and configured, additional enclosures can be imported into the same HPE OneView environment. The process for importing additional enclosures or HPE ProLiant servers will be covered in the customer orientation session.

Service benefits

• 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

• Installation and configuration of HPE OneView

• Installation and startup of the ICsp appliance

• Customer orientation session

Specifications

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 upon by HPE. Any services provided outside of HPE standard business hours may be subject to additional charges. As part of the pre-delivery process, HPE will review with the Customer: • What is included with the service • The service prerequisites • The pre-delivery and on-site checklist • The service delivery schedule

Service deployment	As part of service deployment, HPE will provide the following:
	 • Download and deploy HPE OneView virtual appliance on a supported hypervisor (VMware vSphere or Microsoft Hyper-V)
	 • Perform the first-time setup steps for the appliance
	 • Specify appliance hostname, IP addressing, Domain Name System (DNS) servers, network time protocol (NTP) servers, etc.
	 • Validate access to the appliance from a browser client
	 • Download and install the latest HPE Service Pack for ProLiant (SPP) ISO images, as required
	 • For BladeSystem environments, define networks, network sets, logical interconnect group, and enclosure group, and import first enclosure
	 • Import HPE 3PAR StoreServ Storage array and HPE-supported SAN manager, and perform storage configuration
	 • For rack mount server environments, import all supported HPE ProLiant servers that are installed in one rack
	 • Define and deploy server profiles, which define server attributes for HPE ProLiant Generation 8 (Gen8) and later generations of HPE ProLiant servers:
	   – Firmware baseline
	   – Network connectivity (Ethernet and Fibre Channel)
	   – Local storage and/or SAN storage volume configuration
	   – Boot order
	   – BIOS configuration
	   – Virtual or physical IDs (Ethernet MAC, Fibre Channel WWN, and serial number/UUID)
	 Note: Not all of the server profile attributes listed are supported on all generations of HPE ProLiant or server blades. Please refer to the current HPE OneView Support Matrix for details.
	 • From HPE OneView, enable Remote Support and register the appliance (if the Customer environment allows).
	 As part of the service deployment for ICsp, the HPE service specialist will install and configure HPE ICsp on a supported Customer-supplied server running a supported hypervisor plus the media server. In addition, the HPE service specialist will:
	 • Download and install the ICsp virtual machine (VM) using either the Open Virtualization Format (OVF) template or Zip file that is used by Microsoft Hyper-V as well as:
	   – Setup and initialize the appliance
	   – Access the appliance from a browser
	 • Setup the media server on a supported Windows or Linux® server

Installation verification tests (IVTs)	Hewlett Packard Enterprise will run the appropriate installation verification tests required for this service.
Customer orientation session	Upon completion of the installation, the HPE service specialist will conduct an orientation session on product usage and special features, and will be available to answer questions, as appropriate. This session is not to exceed 30 minutes.

Service feature highlights

• Service planning

• Service deployment

• Installation verification tests (IVTs)

• Customer orientation session

Service limitations

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

Resolution of hardware-related problems encountered during the verification testing process, unless covered by an active HPE warranty or an applicable HPE Hardware Support agreement, are excluded from this service.

Service eligibility

Customers are eligible for the delivery of this service if they meet the following prerequisites for both HPE OneView and ICsp appliances:

• Service requires a supported hypervisor host (VMware vSphere (ESXi) or Microsoft Hyper-V) on a supported HPE ProLiant server

• VMware requirements for running 64-bit guest VMs on the VMware® ESXi® host, if applicable

• VMware vSphere client with VMware tools installed

• 272 GB of thick-provisioned disk space allocated to the VM

• A minimum of four 2.4 GHz virtual CPUs

• 16 GB of available memory that can be dedicated to the appliance

• One static IP address that will be allocated to the appliance

All supported enclosures and server blades are as follows (refer to the support matrix sheet):

• HPE ProLiant BL460c Gen8 and later Server Blade

• HPE ProLiant servers equipped with HPE Integrated Lights-Out (iLO) Advanced licenses

Supported interconnects are as follows:

• HPE Virtual Connect FlexFabric 10 Gb/24-port Module

• HPE Virtual Connect Flex-10 10 Gb Ethernet Module

• Cisco Fabric Extender[2]

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• HPE ProLiant BL460c Gen8 Server Blade

• HPE ProLiant servers equipped with HPE Integrated Lights-Out (iLO) Advanced licenses

Supported interconnects are as follows:

• HPE Virtual Connect FlexFabric 10 Gb/24-port Module

• HPE Virtual Connect Flex-10 10 Gb Ethernet Module

Supported browsers (for the most up-to-date information, refer to the current HPE OneView Support Matrix):

• Microsoft Internet Explorer

• Microsoft Edge

• Mozilla Firefox

• Google™ Chrome

[2] Requires separate "HPE OneView B22HP FEX Management License."

Requirements for Windows-based HPE ProLiant Media Server are as follows:

• Windows-based HPE ProLiant file share server; setting up the HPE ProLiant Media Server requires the HPE ProLiant Media Server setup utility, which is an automated procedure that will be completed during this service

• 2.0 GHz processor and 2 GB of memory, or an equivalent VM

• Windows Server 2008 or later Standard or Enterprise editions x64; the following can be generated and uploaded, if required:

– Windows Automated Install Kit (WAIK 3.1)

– Windows Pre-installation Environment (Windows PE)

• 4 GB of disk storage for each OS distribution and HPE SPP bundle, plus additional space for captured images

• One static IP address

• Microsoft Internet Information Services (IIS) version 7 or later with IIS 6 Management Compatibility, if there are Linux and ESXi deployments, to allow for configuration of HTTP file serving

The following ports must be open on any firewalls between the HPE ProLiant Media Server and the target servers:

• HTTP port: 80 TCP

• Windows share port: 445 TCP/UDP

Refer to the ICsp installation guide for more details.

Note that the server may not be a domain controller.

Requirements for Linux Red Hat® Media Server are as follows:

• 2.0 GHz processor and 2 GB of memory, or an equivalent VM

• Red Hat Enterprise Linux (RHEL)

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 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 a Hewlett Packard Enterprise 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

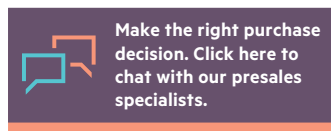Travel charges may apply; please consult your local HPE sales office for more details.

Ordering information

This service can be ordered using the following service part number(s):

• U0RA2E (Fixed Support Service)

• HA124A1#5TF (Flex Support Service)

Learn more at
hpe.com/services/support

Make the right purchase decision. Click here to chat with our presales specialists.

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