



HPE CSUR Update 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 CSUR Update Service is a one-time technical service that provides a remote review and implementation of the available updates to drivers, firmware, and select management software for your HPE ConvergedSystem for SAP HANA appliances. This update service takes into account the relevant revision interdependencies of the HPE ConvergedSystem.

Updates to HPE ConvergedSystem appliances are periodically 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. Specialized technical resources from Hewlett Packard Enterprise will perform the identified in-scope updates remotely, working with your organization to determine the appropriate schedule and implementation with the goal of reducing disruption to your IT environment.

Service benefits

- Delivers driver, firmware, and select management software updates to your HPE ConvergedSystem for SAP HANA appliances in a way that is intended to reduce unplanned disruption to your IT environment
- Potentially improve system performance and reduce downtime
- Enable your IT resources to stay focused on core tasks and priorities

Service feature highlights

- Planning and preparation for implementation
- Implementation of available updates to driver, firmware, and select management software
- Validation of the implementation plan

Table 1. Service features

Feature	Delivery specifications
Planning and preparation for implementation	<p>The HPE service specialist will:</p> <ul style="list-style-type: none"> • Verify that all service prerequisites have been met • Create an implementation plan for the appliances for which this service is purchased, along with current and target revisions for the firmware, driver, and select management software updates covered under this service • Document HPE'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 ConvergedSystem for SAP HANA appliance

- Develop the schedule for the implementation process, including whether it will occur during normal business hours as specified in the "Service limitations" 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 updates to drivers, firmware, and select management software elements The HPE service specialist will remotely implement updates to offline drivers, firmware, and select management software. Select management software eligible for this service is specifically for HPE Command View EVA, System Management Homepage (SMH), SNMP agents, and WBEM providers. Installation of these updates will be performed for each appliance for which this service is purchased, per the implementation plan.

Validation of the implementation plan The HPE 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 HPE ConvergedSystem for SAP appliance drivers, firmware, and select management software (as identified in this data sheet) for the appliance components.
- 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.

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

- Installation or configuration of any hardware or software products except as described above
- Loading, management, migration, or manipulation of the Customer's production data
- Operational testing of applications and/or the SAP HANA database
- Any upgrade or installation of any remote tools present (such as HPE Systems Insight Manager, HPE Insight Remote Support, and HPE 3PAR Service Tools)

Service eligibility

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

- The HPE CSUR Update Service is only available on the AppSystem 1.0/1.2, CS500 and CS900 HPE ConvergedSystems for SAP HANA appliances.
- This service must be purchased for each individual HPE ConvergedSystem for SAP HANA appliance that will require this update implementation 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.
- The Customer must be running or allow HPE to run the appropriate HPE tools to enable the updates.

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
- 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 HPE in facilitating the delivery of this service, and who can perform routine rebooting of systems, if required
- 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
- Be responsible for all SAP HANA database backup and restore operations
- Provide system downtime in accordance with requirements specified in the implementation plan

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.

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 broader SAP landscape. Such analysis is available from Hewlett Packard Enterprise as a separate engagement for an additional fee, if desired by the Customer.
- 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 are not included in this service.
- Any services provided outside of HPE standard business hours may be subject to additional charges.

Ordering information

To order the HPE CSUR Update 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 node (quantity: 1 CSUR Update service per compute node):
 - Flex support service SKU: HOJS7A1
 - Per event SKU: HOJS7AE
- AppSystem 1 and 1.2 Scale Out, CS500 Scale Out and CS900 Scale Up/Scale Out Appliances are priced per rack (quantity: 1 CSUR update service per system rack):
 - Flex support service SKU: HOJS8A1
 - Per event SKU: HOJS8AE

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

