



# HPE OS Patch 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 with up-to-date OS general & security patches and running at peak performance is critical. But maintaining the overall features of the appliance infrastructure—specifically the server operating system—can be daunting. The HPE OS Patch Update Service is a one-time technical service that provides a remote review and implementation of the available OS general & security patch bundles based on HPE ConvergedSystem for SAP HANA appliance OS image updates.

Operating systems covered by this service include the SUSE Linux® Enterprise Server for SAP running on HPE ConvergedSystem for SAP HANA appliances. Specialized technical resources from Hewlett Packard Enterprise will perform the identified in-scope operating system updates remotely, working with your organization to determine the appropriate schedule and implementation with the goal of reducing disruption to your IT environment, as more fully described below.

### Service benefits

- Is designed to update the OS, based on SUSE identified OS general & security patch updates
- Potentially improve availability and performance
- Potentially improve or maintain system uptime
- Allows your IT resources to stay focused on their core tasks and priorities

### Service feature highlights

- Review of the HPE ConvergedSystem Update Releases to identify available SUSE OS general & security patches that require updating
- Remote installation of identified SUSE OS general & security patches

**Table 1. Service features**

Feature	Delivery specifications
<b>HPE review of the ConvergedSystem Update Releases to identify relevant SUSE OS general &amp; security patches</b>	HPE will evaluate available SUSE OS general & security patches that are applicable to the HPE ConvergedSystem for SAP HANA OS image to create a SUSE OS patching bundle for implementation. SUSE OS patch bundles are pre-tested for interoperability for the HPE ConvergedSystem products that are eligible for these services.
<b>Remote installation of identified SUSE OS patches</b>	HPE will remotely install the available SUSE OS general & security patch bundle identified as part of the review process above.

## Service limitations

This service is delivered one time per purchase for each Customer-designated SUSE operating system installed on a per-server or per-blade basis.

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.

These services are limited to the installation of the SUSE OS general & security patch bundle only, and do not include any actions associated with findings from the Customer's security scanning tools and/or security software.

This service does not include OS hardening tasks and activities.

The following activities are excluded from this service:

- Operational testing of applications and/or the SAP HANA database
- Installation or configuration of any hardware or software products except as described above
- Loading, management, migration, or manipulation of the Customer's production data

## Service eligibility

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

- The HPE OS Patch Update Service is only available on AppSystem 1.0/1.2, CS500 and CS900 HPE ConvergedSystems for SAP HANA appliances.
- For non-HPE branded operating system software, the Customer must have: i) rightfully acquired the license and be properly licensed to use such software; ii) retain and provide to HPE upon request, evidence that the license was purchased; iii) have in place the necessary agreements with HPE and/or the third-party vendor to receive updates and/or patches for the operating system software.
- 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 Hewlett Packard Enterprise 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 the requirements to install OS patches
- 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.
- Any services provided outside of HPE standard business hours may be subject to additional charges.

## **Ordering information**

To order the HPE OS Patch Update Service for the HPE ConvergedSystem appliance, please use the following part numbers:

- AppSystem 1.0 and 1.2 Scale Up/Out, CS500 Scale Up/Scale Out and CS900 Scale Up/Scale Out Appliances are priced per compute node (quantity: 1 update service per compute node):
  - Flex support service SKU: HOJS9A1
  - Per event SKU: HOJS9AE

Note: A compute node is defined as an HPE ProLiant 'BL' blade server or a 'DL' 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](http://www.hpe.com/services/support)

[www.hpe.com/services/lifecycleevent](http://www.hpe.com/services/lifecycleevent)

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