

# HPE Installation and Startup Service for HPE BladeSystem Infrastructure

## HPE Lifecycle Event Services

HPE Installation and Startup Service for **HPE BladeSystem Infrastructure** is a fixed-price, fixed-scope installation and startup service that provides for the installation of HPE BladeSystem configurations, limited to one HPE BladeSystem enclosure, and certain eligible **HPE ProLiant** and Integrity server blades, HPE ProLiant workstation blades, HPE storage blades, **HPE Virtual Connect** modules (Ethernet and Fibre Channel), and Ethernet and InfiniBand network interconnects, as well as installation and configuration of either **HPE Insight Control software** or **HPE OneView** virtual appliance for the BladeSystem c7000 enclosure, or HPE Insight Control for the BladeSystem c3000 enclosure. HPE OneView or HPE Insight Control installation and configuration will be limited to the specific supported products and subject to the limitations detailed in this data sheet.

**Note:** Insight Control does not support Gen10 servers.

This fixed-price/fixed-scope service is designed to target new HPE BladeSystem hardware and software deployments. For more advanced installation, configuration, and integration requirements, custom deployments are available through a mutually agreed-upon Statement of Work (SOW) based upon your specific requirements.

### Service benefits

- Installation and startup by a Hewlett Packard Enterprise technical specialist
- 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 during local HPE standard business hours and days, excluding HPE holidays
- Verification prior to installation that all service prerequisites are met

### Service feature highlights

- Service planning
- Service deployment
- Installation verification tests
- Customer orientation session



## Specifications

Table 1. Service features

Feature	Delivery specifications
<b>Service planning</b>	<p>A Hewlett Packard Enterprise 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.</p> <p>As part of the predelivery process, HPE will remotely review with the Customer:</p> <ul style="list-style-type: none"> <li>• What is included with the service</li> <li>• The service prerequisites, including identifying the products eligible for installation and configuration under these services, which includes but is not limited to devices eligible for installation and configuration with HPE OneView or HPE Insight Control, as applicable</li> </ul> <p><b>Note:</b> Insight Control does not support <b>Gen10 servers</b>.</p> <ul style="list-style-type: none"> <li>• The predelivery and on-site checklist</li> <li>• The service delivery schedule</li> </ul>
<b>Service deployment</b>	<p>During the on-site service deployment process, the Hewlett Packard Enterprise service specialist will perform the following:</p> <p><b>Hardware installation</b></p> <p>Hardware deployment activities will include basic installation of the following hardware according to product setup and installation guide procedures. Services are limited to the installation of:</p> <ul style="list-style-type: none"> <li>• One (1) BladeSystem c7000 or c3000 enclosure, including power supplies and fans (BladeSystem enclosure configuration includes setup of the HPE BladeSystem c-Class Onboard Administrator).</li> <li>• HPE Ethernet interconnects, including HPE Virtual Connect Ethernet and HPE Virtual Connect Fibre Channel modules, and InfiniBand into a single blade enclosure.</li> <li>• ProLiant c7000 server blades, including server blade qualified options, into a single blade enclosure.</li> <li>• ProLiant workstation blades, including qualified options, into a single blade enclosure.</li> <li>• BladeSystem c7000 storage blades and SAN switch blades into a single blade enclosure. In addition, hardware deployment will include configuration of <b>HPE Integrated Lights Out (iLO) management processors</b> and HPE verification that the existing firmware is at a supported version. If required, HPE may install available firmware updates to a supported level.</li> </ul> <p>If the Customer's configuration includes HPE OneView, these services are limited specifically to devices supported by HPE OneView. Please refer to the current HPE OneView Support Matrix available at <b>HPE Information Library</b> for details. Connectivity to devices not listed as supported in the HPE OneView Support Matrix document are not included in this service if HPE OneView is the installed management software.</p>
	<p><b>Software installation and configuration</b></p> <p>During the service deployment process, the Hewlett Packard Enterprise service specialist will download and install:</p> <ul style="list-style-type: none"> <li>• The latest Service Pack for ProLiant (SPP) ISO images, as required.</li> <li>• HPE Integrated Lights Out (iLO).</li> </ul>



## Specifications (continued)

Table 1. Service features (continued)

Feature	Delivery specifications
	<p><b>Insight Control</b></p> <p><b>Note:</b> Insight Control does not support Gen10 servers.</p> <p>If Insight Control is selected as the management software, the Hewlett Packard Enterprise service specialist will perform software deployment activities on the Customer-specified HPE ProLiant server as follows:</p> <ul style="list-style-type: none"> <li>• Installation and basic configuration of HPE Insight Control software, including the following components: <ul style="list-style-type: none"> <li>– HPE Systems Insight Manager (HPE SIM) server and agents</li> </ul> </li> </ul> <p><b>Note:</b> HPE SIM supports select Gen10 servers. Please refer to the current release notes at the HPE Information Library for details.</p> <ul style="list-style-type: none"> <li>– Insight Control virtual machine management</li> <li>– Insight Control power management</li> <li>– Insight Control performance management</li> </ul> <ul style="list-style-type: none"> <li>• Use of the HPE Insight Control wizard-based installer to install and configure all of the core applications listed earlier</li> <li>• Setup of administrator accounts for accessing HPE SIM and the c-Class Onboard Administrator</li> <li>• Verification that HPE SIM has been installed correctly through HPE standard installation verification tests</li> <li>• Verification that the following have been installed correctly within the HPE SIM License Manager through HPE standard installation verification tests: <ul style="list-style-type: none"> <li>– iLO</li> <li>– Insight Control virtual machine management</li> <li>– Insight Control power management</li> <li>– Insight Control performance management</li> </ul> </li> <li>• Validation of integrated operations from within HPE SIM</li> <li>• System discovery to establish available BladeSystem Infrastructure resources (HPE servers, network switches, and local storage) as part of the HPE Insight Control integrated installer</li> <li>• Preconfiguration of the HPE management agents and drivers</li> <li>• Configuration of the server to include initial automatic discovery of the managed servers</li> <li>• Setup of the minimum required network administrative parameters for the Ethernet switches according to Customer-provided information</li> <li>• Completion of Insight Control performance management setup and configuration of monitoring settings for the server hardware</li> <li>• Installation and configuration of HPE Insight Remote Support software, if the Customer agrees to provide an external internet connection and makes it available during the scheduled on-site delivery (optional)</li> </ul>
	<p><b>HPE OneView</b></p> <p>If HPE OneView is selected as the management software (c7000 only), as part of the service deployment for HPE OneView on a supported Customer-supplied hypervisor host, HPE will perform the following steps:</p> <ul style="list-style-type: none"> <li>• Download and deploy one HPE OneView virtual appliance on a supported hypervisor (VMware vSphere® or Microsoft® Hyper-V)</li> <li>• Perform the following first-time setup steps for the appliance: <ul style="list-style-type: none"> <li>– Specify appliance hostname, IP addressing, Domain Name System (DNS) servers, network time protocol (NTP) servers, and others</li> <li>– Validate access to the appliance from a browser client</li> </ul> </li> <li>• For BladeSystem environments, define networks, network sets, logical interconnect group, and enclosure group, and import first enclosure</li> <li>• Import HPE OneView supported <b>HPE 3PAR StoreServ</b> Storage array and HPE OneView supported SAN manager, and perform storage configuration</li> <li>• Define and deploy server profiles, which define server attributes for HPE ProLiant Generation 8 (Gen8) and later generation servers, including: <ul style="list-style-type: none"> <li>– Firmware baseline</li> <li>– Network connectivity (Ethernet and Fibre Channel)</li> <li>– Local storage and/or SAN storage volume configuration</li> <li>– Boot order</li> <li>– BIOS configuration</li> <li>– Virtual or physical IDs (Ethernet MAC, Fibre Channel WWN, serial number/UUID)</li> </ul> </li> </ul> <p><b>Note:</b> Not all of the server profile attributes listed are supported on HPE ProLiant DL servers or Gen7 server blades. Please refer to the current HPE OneView Support Matrix for details. Connectivity to devices not listed as supported in the HPE OneView Support Matrix document is not included in this service if HPE OneView is the installed management software.</p> <ul style="list-style-type: none"> <li>• Explain/demonstrate alert monitoring and optionally configure SNMP trap forwarding</li> </ul>



## Specifications (continued)

**Table 1.** Service features (continued)

Feature	Delivery specifications
<b>Installation verification tests (IVTs)</b>	Hewlett Packard Enterprise will run the appropriate installation verification tests required for this service.
<b>Customer orientation session</b>	Upon completion of the installation and on the same day the installation is provided, the Hewlett Packard Enterprise service specialist will conduct an orientation session, not to exceed one hour, on basic product usage and special features and will be available to answer questions, as appropriate.

## Service limitations

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

- 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 deployment on hardware covered by a third-party maintenance contract
- Planning, design, implementation, configuration, or assessment of the Customer's network and any preexisting network devices

Configuration of the following advanced features:

- High-availability design
- Virtual Router Redundancy Protocol (VRRP)
- Intelligent Resilient Framework (IRF)
- Authentication (TACACS+, AAA, and RADIUS) integration
- Routing protocols (other than static routes)
- VoIP
- Quality of service (QoS)
- Class of service (CoS)
- Load balancing
- Traffic shaping
- Spanning Tree integrations (advanced implementations)
- Security and access control lists (ACLs)
- Setup of virtual private networks (VPNs)
- Dual-hop FCoE
- Virtual Connect stacked domains



- Service deployment on hardware not covered by an HPE warranty or HPE support agreement
- Installation and configuration of Microsoft SQL Server or VMware®, which is available separately from HPE
- Design and configuration of **storage area networks (SANs)** or backup and recovery processes, which is available separately from HPE
- Network design and configuration services to integrate the network interconnect devices into the Customer's environment, including Virtual Connect Ethernet and Virtual Connect Fibre Channel I/O profiles, which are available separately from HPE with the HPE Enhanced Network Installation and Startup Service for BladeSystem (see the **Ordering information** section)
- Setup of the server operating system to boot from SAN, which is available separately from HPE
- Resolution of hardware-related problems encountered during the verification testing process
- Service required due to causes external to the Hewlett Packard Enterprise maintained hardware or software

**Note:** **HPE 3PAR StoreServ Storage** arrays must be configured/operational (outside the scope of this service) before adding to HPE OneView.

## Service eligibility

Customers are eligible for the delivery of this service subject to prerequisites including, but not limited to, the following:

- Products eligible for these services must be covered under HPE warranty or a current HPE support contract.

### HPE Insight Control

If HPE Insight Control is selected as the management software, to be eligible to receive this service, the Customer must:

- Be properly licensed for HPE Insight Control software
- Have an existing or new functional/operational server preconfigured with an operating system and relevant service packs and hot fixes on which HPE Insight Control software applications can be installed and configured
- Ensure that firewalls are set up such that HPE SIM can communicate between servers within the system management environment
- Have IP forwarding enabled
- Ensure that the HPE SIM is located on the same subnet as the HPE BladeSystem servers to be deployed and managed

For this service, in order to enable HPE Insight Remote Support software, the software must be deployed as documented in the current HPE Insight Remote Support Installation and Configuration Guide at **HPE Information Library**.

**Note:** Insight Control does not support Gen10 servers.

### HPE OneView

If HPE OneView is selected as the management software, Customers are eligible for the delivery of this service if they meet the prerequisites in the current HPE OneView Support Matrix available at **HPE Information Library**. In addition:

- The Customer must be properly licensed for HPE OneView software.

**Note:** For the most up-to-date information and a list of all supported enclosures, server blades, and interconnects, refer to the **HPE OneView Support Matrix**.

**Note:** Supported browsers include Microsoft Internet Explorer, Mozilla Firefox, and Google™ Chrome. However, this list is subject to change without notice; please refer to the current HPE OneView Support Matrix available at **HPE Information Library** for the most current list of supported browsers.



## Customer responsibilities

The Customer will:

- Contact a Hewlett Packard Enterprise service specialist within 90 days of date of purchasing the service to schedule its delivery
- Ensure that all service prerequisites as identified in this data sheet, as well as those identified by HPE during the service planning phase, 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
- Provide sufficient power to the enclosure
- Provide sufficient network connectivity and ensure that any required network connectivity (LAN and VLAN) is configured and available to the enclosure to support either switch and/or pass-through prior to the installation date
- Provide a network environment that is currently running and in good working order to which the target clients will be connected
- Ensure that any required SAN storage and data LUNs are configured and available prior to the installation date
- Review, complete, and provide the preinstallation checklist to the service specialist
- Provide the operating-system media to be installed (Windows Server® or Linux®) and any associated product keys
- Provide documentation of the Customer's top-of-rack (ToR) network switch configuration and Fibre Channel storage configuration (direct-attached SAN or fabric-attached SAN configurations)
- Provide an internet connection to HPE in order to enable remote support on eligible products

### For HPE Insight Control implementations

The Customer will:

- Provide the HPE Insight Control DVD (and any associated product keys)
- Provide local network access to the designated server on which the applications provided with HPE Insight Control software are to be installed
- Provide a service account that has local administrator privileges on the management server, as well as a secure password that never expires and cannot be changed by a user
- Ensure that an operating system complying with the resource requirements published in the HPE Insight Management Installation and Configuration Guide is available
- Provide SMTP support for mail notification

### For HPE OneView implementations

The Customer will:

- Provide a supported hypervisor host on which HPE OneView will be installed



## General provisions/other exclusions

Services will be performed during local HPE standard business hours excluding HPE holidays, unless otherwise agreed by HPE. Any services provided outside of HPE standard business hours may be subject to additional charges.

The on-site service is delivered as a single event at one physical site for a single HPE BladeSystem c7000 or c3000 enclosure and those eligible products as more specifically described in this data sheet.

Customer acknowledges and agrees that HPE may use resources outside the country of purchase for delivery of these services.

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 reprice this service if the Customer does not schedule and provide for its 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.

Travel charges may apply; please consult your local Hewlett Packard Enterprise sales office for more details.

## Ordering information

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

- UE602E or HA114A1#5FY for HPE Installation and Startup Service for HPE BladeSystem c7000 Infrastructure
- UF817E or HA114A1#5N9 for HPE Installation and Startup Service for HPE BladeSystem c3000 Infrastructure

For integration of BladeSystem c-Class Ethernet network interconnects, HPE offers the following:

- UE603E or HA124A1#56H for HPE Enhanced Network Installation and Startup Service for BladeSystem (c7000)

For installation of HP-UX on Integrity server blades, HPE offers the following:

- HA134A1#004 for HPE OS and Platform Implementation Service

For configuration of BladeSystem SAN switches, backup and recovery design and configuration services, boot from SAN, or any other storage environmental service, contact your local HPE sales office for more information on HPE's broad portfolio of storage services.

Learn more at

[hpe.com/services/support](https://hpe.com/services/support)





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