

# HPE Installation and Startup Services for HPE Synergy

## HPE Lifecycle Services

HPE Synergy Installation and Startup Services is comprised of four basic fixed-price, fixed-scope installation, and deployment services for your HPE Synergy 12000 Frame(s):

- HPE Synergy First Frame Installation and Startup Service provides installation and deployment service for your initial HPE Synergy 12000 Frame and the initial HPE OneView Management Ring configuration.
- HPE Synergy Additional Frame Installation and Startup Service provides installation and deployment service for a single additional HPE Synergy 12000 Frame in your environment; purchase additional instances of this service along with HPE Synergy First Frame.

HPE Installation and Startup Service, HPE Synergy Grow Configuration Service, or HPE Synergy Additional Management Ring Configuration Service deploy up to four frames in a single rack. This service should be sold in tandem with other HPE Synergy Installation and Startup Services and should not be sold individually.

- HPE Synergy Grow Configuration Service provides installation and configuration of one HPE Synergy 12000 Frame to be added to an existing HPE Synergy environment. For each new frame beyond the first, purchase HPE Synergy Additional Frame Installation and Startup Service.
- HPE Synergy Additional Management Ring Configuration Service provides installation of one HPE Synergy 12000 Frame and configuration of one additional HPE OneView Management Ring beyond the first. For each new frame beyond the first, purchase HPE Synergy Additional Frame Installation and Startup Service.

All services are more fully described in the [“Service Features”](#) section of this data sheet.

For multiframe orders, the HPE Synergy Additional Frame Installation and Startup Service must be purchased for each frame beyond the first and will be delivered by Hewlett Packard Enterprise at the same time as the HPE Synergy First Frame Installation and Startup, HPE Synergy Grow Configuration, or HPE Synergy Additional Management Ring Configuration Service described previously. This service should be ordered on a per-frame basis to add installation and deployment for any additional frames and associated modules in it to be added to the same HPE OneView Management Ring that is to be configured with the HPE Synergy First Frame Installation and Startup, HPE Synergy Grow Configuration, or HPE Synergy Additional Management Ring Configuration Service.

### Service benefits

- Installation and startup by an HPE technical specialist
- Availability of an HPE service specialist to answer basic questions during the delivery of this service
- Delivery of the service at a convenient, mutually scheduled time, during local HPE standard business days and hours, excluding HPE holidays
- Verification prior to installation that all service prerequisites are met

### Service feature highlights

- Service planning
- Service deployment
- Installation verification tests (IVTs)
- Customer orientation session



**Table 1.** Service features

Feature	Delivery specifications
<b>Service planning</b>	<p>The HPE service specialist will plan all the necessary activities, including the identification and communication of any prerequisites, verification of applicable module parameters for installation under the scope of these deployment activities as set forth in the Customer Intent Document (CID), and schedule delivery of the service at a time mutually agreed upon by HPE and the Customer, which shall be during local HPE standard business days and hours, excluding HPE holidays, unless otherwise agreed by HPE. Any services provided outside of HPE standard business hours may be subject to additional charges.</p>
<b>Service deployment</b>	<p>Based on Customer's order, as part of the service deployment for any of i) HPE Synergy First Frame Installation and Startup, ii) HPE Synergy Additional Frame Installation and Startup, iii) HPE Synergy Grow Configuration, or iv) HPE Synergy Additional Management Ring Configuration, the HPE service specialist will perform the following hardware installation activities, as applicable, based on the CID:</p> <p><b>Hardware installation</b></p> <p>Hardware deployment activities will be performed on-site and will include basic installation of the following supported hardware, as applicable, according to the products' setup and installation guide procedures:</p> <ul style="list-style-type: none"> <li>• One (1) HPE Synergy 12000 Frame, including power supplies and fans (frame configuration includes setup of the HPE Synergy Frame Link modules)</li> <li>• HPE Synergy Composer</li> <li>• HPE Synergy Ethernet interconnects and Fibre Channel interconnects, including HPE Virtual Connect Ethernet and Virtual Connect Fibre Channel modules</li> <li>• HPE Synergy Compute modules, including compute module qualified options</li> <li>• HPE Pass-Through modules for HPE Synergy</li> <li>• HPE SAS Connection modules</li> <li>• HPE Synergy Storage modules</li> </ul> <p>See the current HPE OneView Support Matrix at the HPE Support Center for details on supported devices.</p> <p>Hardware deployment will include the configuration of HPE iLO management processors and verification that the existing firmware is at an HPE supported revision.</p> <p>One instance of HPE Synergy Additional Frame Installation and Startup Service must be purchased for each additional frame beyond the first being added to an existing or new HPE OneView Management Ring.</p> <p><b>HPE OneView software/firmware configuration</b></p> <p>As part of the service deployment for HPE Synergy First Frame Installation and Startup or HPE Synergy Additional Management Ring Configuration, HPE will perform the following activities based on CID:</p> <ul style="list-style-type: none"> <li>• Perform the first-time setup steps for the first frame of a ring as detailed in the following: <ul style="list-style-type: none"> <li>– Basic configuration of Ethernet settings to establish connectivity with the Customer's network</li> <li>– Validation of access to the HPE Synergy Composer from a browser client</li> <li>– Downloading and installation of the latest Service Pack for ProLiant (SPP) ISO images, as required in accordance with HPE entitlement requirements (The Customer must be under active warranty or support to download SPP.)</li> </ul> </li> <li>• Use HPE Synergy Composer, in accordance with the HPE OneView user guide, to define networks, network set templates, logical interconnect group, and enclosure group for HPE OneView managed devices</li> <li>• Import one (1) HPE OneView supported HPE 3PAR StoreServ Storage Array and an HPE OneView supported SAN manager, and perform storage configuration as defined in the following: <ul style="list-style-type: none"> <li>– Addition of storage pools</li> <li>– Addition or creation of storage volumes</li> <li>– Attachment of volumes to server profiles</li> <li>– Addition of a supported SAN manager (if applicable)</li> </ul> </li> <li>• Define and deploy HPE Synergy server profiles, which define server attributes for HPE Synergy Compute modules, as follows: <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> <li>• Configure SNMP trap forwarding and HPE OneView Remote Support</li> </ul>



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

Feature	Delivery specifications
<b>IVTs</b>	Deployment of the HPE Synergy Frame includes installation and configuration services in accordance with the product setup and installation guide. HPE will perform standard IVT procedures during the course of following the configuration steps previously outlined.
<b>Customer orientation session</b>	The HPE service specialist will conduct one remote orientation session at a mutually agreed date and time not to exceed five hours, on product usage and special features and will be available to answer questions as appropriate. The Customer is responsible for ensuring attendance at this session and for handling any logistics necessary to enable HPE to provide the remote orientation session.

## Service limitations

Any HPE Synergy Additional Frame Installation and Startup Services purchased will be delivered by HPE in conjunction with the HPE Synergy First Frame Installation and Startup Service, HPE Synergy Grow Configuration Service, or HPE Synergy Additional Management Ring Configuration Service.

Purchase of HPE Synergy Additional Management Ring Configuration Service is required for the configuration of any HPE OneView Management Ring beyond the initial one included with the HPE Synergy First Frame Installation and Startup Service. HPE Synergy Additional Management Ring Configuration includes physical installation of a single frame and the components in it.

Purchase of HPE Synergy Grow Configuration Service is required when adding frames to an existing HPE Synergy environment. HPE Synergy Grow Configuration Service includes physical installation of a single frame and the components in it.

Each additional frame requires the purchase of quantity one (1) of HPE Synergy Additional Frame Installation and Startup Service.

HPE Installation and Startup Services — HPE Synergy First Frame Installation and Startup Service, HPE Synergy Additional Frame Installation and Startup Service, HPE Synergy Grow Configuration Service, or HPE Synergy Additional Management Ring Configuration Service — must be purchased for each frame being installed under this service.

The installation and deployment of one (1) HPE Synergy 12000 Frame per instance of the service is delivered as a single event at one physical site.

Initial installations require purchase of a quantity of one (1) HPE Synergy First Frame Installation and Startup Service for the first frame, plus a quantity of one (1) HPE Synergy Additional Frame Installation and Startup Service for each additional frame in the same HPE OneView Management Ring being deployed. When multiple HPE Synergy Additional Frame Installation and Startup Services are purchased, all frames for which installation and Startup services were purchased will be installed as a single event delivered on contiguous business days at a single site.

Additional HPE OneView Management Rings require purchase of a quantity of one (1) HPE Synergy Additional Management Ring Configuration Service for the first frame in the new ring, plus a quantity of one (1) HPE Synergy Additional Frame Installation and Startup Service for each additional frame in the same HPE OneView Management Ring being deployed.

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

- Services that, in the opinion of HPE, are required due to unauthorized attempts by third-party personnel to install, repair, maintain, or modify hardware, firmware, or software
- Planning, design, implementation, configuration, or assessment of the Customer’s network infrastructure or any preexisting network devices
- Planning, design, implementation, configuration, or assessment of the Customer’s power infrastructure or any preexisting power devices
- Services required due to causes external to the HPE maintained hardware or software
- Resolution of hardware-related problems encountered during the verification testing process requiring replacement of hardware
- Service deployment on hardware not covered by an HPE warranty or HPE support agreement
- Service deployment on hardware covered by a third-party maintenance contract
- Installation and startup of HPE Synergy Image Streamer



- Creation of a custom golden image for HPE Synergy Image Streamer
- Configuration of monitor-only interconnect modules
- Installation and configuration of Microsoft SQL Server or VMware®, which are available separately from HPE
- Connectivity to devices not listed as supported in the HPE OneView Support Matrix
- Design and configuration of storage area networks (SANs) or backup and recovery processes, which are available separately from HPE
- Connectivity to devices not listed as supported in the HPE OneView Support Matrix document is not included in this service and may be available separately from HPE
- High-availability design, including
  - 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
- Any services not clearly specified in this document

## Service eligibility

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

- The criteria identified in the “[Customer Responsibilities](#)” section are met, and the Customer is properly licensed for the supported operating system to be installed (Microsoft Windows Server, Red Hat® Enterprise Linux®, or SUSE Linux Enterprise Server).
- The HPE Synergy Frame and devices to be installed are under active warranty or support agreement with HPE.

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### Note

1. Multisubnet or VLAN configurations are supported, but configuring this type of environment is outside the scope of the HPE Synergy Installation and Startup Service.
  2. For a list of all supported frames, compute modules, interconnects, and storage modules, see the HPE OneView Support Matrix, available at the [HPE Support Center](#).
  3. Supported browsers include Microsoft Internet Explorer, Microsoft Edge, 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 the [HPE Support Center](#), for the most current list of supported browsers.
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## Customer responsibilities

The Customer will:

- Ensure all service requisites have been met
- Review, fully complete, and provide the CID to the HPE service specialist prior to delivery of this service
- 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, 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 HPE 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 required network connections
- Allow HPE full and unrestricted access to all locations where the service is to be performed

## General provisions / other exclusions

HPE 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.

Customer acknowledges and agrees that HPE may use resources outside the country of purchase for delivery of these services unless otherwise specified as part of a service feature description.

HPE'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.

Upon receipt of an acceptable order, HPE will contact the Customer within seven (7) business days to organize a service delivery date. Service delivery dates are subject to resource availability and may be scheduled up to 30 days from the order acceptance date.

The Customer must schedule and receive delivery of these services within 180 days from order acceptance. HPE reserves the right to reprice for services not scheduled and delivered within 180 days. Backorders or shipment delays may affect the delivery timeline. Orders for services will expire after 365 days (one year) from the order acceptance date for services not scheduled and delivered, and the Customer will not be entitled to a refund for the unused services.

To the extent HPE process personal data on the Customer's behalf in the course of providing services, the HPE Data Privacy and Security Agreement Schedule — HPE Support and Professional Services found at [hpe.com/us/en/legal/customer-privacy.html](https://hpe.com/us/en/legal/customer-privacy.html) shall apply.

## Ordering information

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

- U8JM3E or HA124A1#5ZM — HPE Synergy First Frame Startup SVC
- U8JM4E or HA124A1#5ZQ — HPE Synergy Additional Frame Startup SVC
- HSON0E or HA124A1#V10 — HPE Synergy Grow Config SVC
- HSON1E or HA124A1#V11 — HPE Synergy Mgmt Ring Config SVC

## Learn more at

[HPE.com/services/lifecycle/services](https://hpe.com/services/lifecycle/services)

