

HPE Slingshot On-site Startup Services

HPE Lifecycle Services

Service overview

HPE Slingshot On-site Startup Services are designed to provide on-site installation and startup for HPE Slingshot switches, PCIe NICs, and fabric manager.

Table 1 provides more information on the service features provided by [HPE Services](#).

Service benefits

- Helps ensure that HPE Slingshot devices are installed on Customer’s site consistently with how they were configured and tested in HPE factory
- Applies HPE deployment and integration best practices intended to help you simplify and reduce implementation time, therefore mitigate costly installation and configuration errors.

Table 1. Service features

Features	Delivery specifications
HPE Slingshot switches and PCIe NICs startup	On-site service installation of HPE Slingshot switches and PCI NICs, including cabling as per the topology design
HPE Slingshot Fabric Manager startup	<ul style="list-style-type: none"> • Configure the HPE Slingshot Fabric Manager <ul style="list-style-type: none"> – Set up the fabric manager software – Configure the switches – Test that the cables are plugged in properly and the topology is valid • Configure the boot images and integration with job scheduler • Configure monitoring • Network configuration/integration • Application integration, configure apps / message passing interface (MPI)
Verification and testing	Hewlett Packard Enterprise runs its standard installation verification test specific to the products

Customer responsibilities

The Customer will:

- Ensure that a designated person is assigned and who, on behalf of the Customer, will grant all approvals, provide information, and confirm that the hardware, firmware, and software needed to deliver this service are available. They will also make sure that software products are properly licensed and otherwise be available to assist HPE in facilitating the service delivery. The designated primary contact will be:
 - Responsible for coordinating all the Customer aspects of the assigned work efforts
 - Authorized to make all decisions relative to the installation, including identification and assignment of Customer resources
 - Available and able to interface with the HPE assigned resources issues throughout the startup service delivery
- Give HPE the necessary access to Customer building facilities and computer room facilities, as well as access credentials for logging into all servers, databases, and services for the service planning, as required
- Provide a suitable work area for service delivery, including access to an outside telephone line, power, and any network connections required
- Offer HPE full and unrestricted network access to locations where the service will be performed on-site
- Advise HPE of any special security, health, and safety matters applicable to the Customer site where the service will be provided
- Provide HPE, on request, any information that we may reasonably request about the service implementation
- Purchase or provide all hardware, software, licenses, staff, current maintenance contracts, and environments necessary for HPE to deliver the service
- Ensure that all information provided by the Customer is complete, accurate, and up to date
- Perform other reasonable activities to help HPE identify, implement, or resolve problems, as requested by HPE

Service limitations

- This service is available on regular HPE workdays (excluding weekend days and HPE holidays) during country-specific HPE standard business hours.

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 the Customer does not meet.
- HPE's ability to deliver the services depends upon Customer's full and timely cooperation with HPE, as well as the accuracy and completeness of information and data the Customer provides to HPE.
- 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 (1 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.



Ordering information

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

HA114A1#V2F	HPE Slingshot Switch Startup SVC—orderable in quantity of one (1) per switch
HA114A1#V2M	HPE Slingshot PCIe NIC Startup SVC—orderable in quantity of one (1) per PCIe NIC
HA114A1#V2P	HPE Slingshot Fabric Manager Startup SVC—orderable in quantity of one (1) per Fabric Manager

Learn more at

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

