

HPE SIMPLIVITY COMPUTE NODE SOFTWARE INSTALLATION AND STARTUP SERVICE

HPE Pointnext Services

SERVICE OVERVIEW

HPE SimpliVity Compute Node Software Installation and Startup Service helps ensure the successful installation of your HPE SimpliVity compute node. HPE technical specialists guide you through every step of the process to accelerate time-to-value. This service provides planning, service deployment, installation verification testing (IVT), and an orientation session to facilitate deployment of the features and functionality of an HPE SimpliVity compute node as fully described in the [Service features](#) table.

SERVICE BENEFITS

- Software installation by a remote or on-site (see limitations for on-site delivery) HPE technical specialist
- More efficient installation, provided all service prerequisites have been met before commencement of the service
- Help IT resources to stay focused on their core tasks and priorities
- Delivery of the service at a mutually scheduled time convenient to your organization
- Availability of an HPE specialist to answer basic questions during the delivery of the remote update service

SERVICE FEATURE HIGHLIGHTS

- Service planning
- Service deployment
- IVTs
- Customer orientation session

TABLE 1. Service features

Feature	Delivery specifications
Service planning	<p>A remote or on-site HPE service specialist will contact the Customer to schedule the delivery of the services and validate that all pre-delivery requirements and prerequisites have been or will be met before the installation.</p> <p>During this service planning activity, the HPE service specialist works with the Customer to plan the necessary activities, which will include:</p> <ul style="list-style-type: none"> • Communication and verification of the hypervisor, hardware, software, driver, and environmental prerequisites required for the deployment of the HPE SimpliVity compute node. • Information collection, using a pre-delivery checklist, needed to plan the update, including confirmation that the server firmware is supported and determining any steps needed to bring them within specifications, if applicable before delivery of the service. • Pre-update verification on the configuration, subject to any limitations as described in this data sheet and review of the service deployment activities. • Scheduling the service delivery 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.
Service deployment	<p>Service deployment activities will include:</p> <ul style="list-style-type: none"> • HPE SimpliVity compute node installation: <ul style="list-style-type: none"> – Connect to the host using HPE iLO IP address using a web browser – Launch virtual console – Configure RAID as per Customer’s requirement – Mount custom ISO image for VMware ESXi™ – Reboot the server – Choose boot from USB and the VMware ESXi install screen will appear – Follow onscreen instructions to complete the install – After installation, configure the management network – Add the host to the appropriate cluster in VMware vCenter® – Mount NFS on HPE SimpliVity datastores and on the new HPE SimpliVity compute node
IVTs	<p>System validation—Remote or On-site experts will assist with production configuration and activation, as well as perform several post-deployment checks to validate the proper health and operation of your HPE SimpliVity implementation.</p>
Customer orientation session	<ul style="list-style-type: none"> • Upon completion of the installation, the HPE service specialist will conduct a brief orientation session. • This orientation session will be completed on the same day of the service completion. • Customer is responsible for ensuring attendance at this session and providing the necessary logistics to enable HPE to provide the orientation session. • The orientation session is informal and is not intended as a classroom activity or as a substitute for formal product training. Other subject areas, such as hardware management, security, volume management, and snapshots are covered by HPE Education Services training courses. To improve the quality of the session, the Customer should be familiar with the management of several components of the solution (such as VMware vSphere®, vCenter, HPE iLO, and HPE SimpliVity hardware).



SERVICE ELIGIBILITY

Customers are eligible for the service delivery if they meet all the prerequisites as identified during the service planning session, including, but not limited to the following prerequisites:

- The correct services and quantity as outlined in the ordering instructions section have been purchased by the Customer.
- Service requires HPE branded servers.
- Customers must be running a supported version of HPE OmniStack, VMware ESXi, and vCenter.
- To be eligible to purchase this service, the Customer must be properly licensed to use a currently supported version of the VMware® software at the time the support agreement coverage begins; otherwise, additional charges may be applied to bring the Customer into service eligibility.
- The Customer must have applied for and obtained the required licensing for VMware.
- An Ethernet/IP infrastructure must be installed, configured, and operating normally.
- Where geographically separate sites are being configured, networks and gateways must be fully operational between locations.
- Network addresses for each server node must be available.
- Ethernet network must be implemented and operational at all locations.

SERVICE LIMITATIONS

Services will be performed during local HPE business days and hours, excluding HPE holidays. The service is delivered as a single event at one physical site on a single HPE branded server.

The HPE remote service resources speak in English only.

On-site delivery of this service can only be performed if the Customer purchases new HPE SimpliVity nodes and the HPE Pointnext Services on-site installation services for the new nodes. As part of the on-site installation of the new HPE SimpliVity nodes, the HPE specialist will also deploy the compute nodes if the proper quantity of this service is ordered and all other eligibility, limitations, and Customer responsibilities have been met.

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

- Application integration or integration of third-party products or peripherals not included with the system
- Backup, recovery, and support of the operating system, other software, and data
- Operational testing of applications, or additional tests requested or required by the Customer
- Planning, design, or implementation of the Customer's overall SAN or fabric architecture
- Installation and configuration of switches, routers, or network gateways
- Integration with any hardware or software components not supported by the HPE SimpliVity product

CUSTOMER RESPONSIBILITIES

The Customer will:

- Contact an HPE service specialist within 90 days of the date of purchase to schedule the delivery of the service.
- Ensure that all service prerequisites as identified in the [Service eligibility](#) section have been met prior to delivery of the on-site services.
- Have a valid remote vCenter running with the version supported in the HPE SimpliVity firmware/software recipe before the start of this service.
- Ensure all hardware, firmware, and software required for installation by the HPE service specialist are available on the scheduled delivery date, and for software, all operating and software products are properly licensed.



- 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 HPE 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 HPE service tools used to facilitate the delivery of this service, if applicable.
- Review, complete, and provide the pre-installation checklist to the service specialist before the installation date.
- 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 before the installation date.
- Be responsible for all data backup and restore operations.
- Allow HPE remote connectivity to all locations where the service is to be performed.
- Let HPE personnel full and unconditional access to all software products to be supported; if security restrictions apply to any supported systems, the Customer may be required to assume additional responsibilities for maintaining these systems and their associated software.
- Retain and provide to HPE upon request, all original software licenses, license agreements, license keys, and subscription service registration information, as applicable for this service.
- Coordinate service deployment on third-party-maintained products with HPE, if applicable.

GENERAL PROVISIONS/OTHER EXCLUSIONS

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.

HPE reserves the right to re-price this service if the Customer does not schedule and provide for subsequent delivery within 90 days of purchase.

The 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.

The service is delivered as a single, contiguous event. Environments that require multiple engagements over a longer period are not included with this service and are available at additional cost.

Check with a local HPE authorized representative to find out whether a specific location is eligible for this service.

The service is delivered remotely. If a Customer requires on-site resources to perform this service, additional services or charges will apply. Contact your HPE representative for more information.

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

- Service deployment on hardware not covered by an HPE warranty or service maintenance contract
- Service deployment on hardware covered by a third-party maintenance contract
- Services that, in the opinion of HPE, are required due to unauthorized attempts by non-HPE personnel to install, repair, maintain, or modify hardware, firmware, or software
- Service required due to causes external to the HPE maintained hardware or software
- Any services not clearly specified in this document



ORDERING INFORMATION

This service can be ordered using the following service part numbers:

- HPE SVT Compute Node software installation and startup HA124A1#5JJ—Quantity is per node

LEARN MORE AT

hpe.com/services

hpe.com/services/support

Make the right purchase decision.
Contact our presales specialists.



Chat



Email



Call



Share now



Get updates