



HPE DIRECT LIQUID COOLING APOLLO SYSTEM STARTUP SERVICE

Integration and Performance Services

SERVICE OVERVIEW

HPE Direct Liquid Cooled (DLC) Apollo System Startup Service provides installation of HPE DLC Apollo Rack and HPE DLC Apollo cooling distribution unit (CDU) included in the rack, along with associated in-scope HPE DLC Apollo compute blades, integrated fabrics, and integrated switches.

This service provides site readiness verification, installation planning and management, unpacking, plug-ins for the system, hose connection of the CDU to facility plumbing and cooling verification, and more. Customers who wish to purchase this service can order using the service product number specified in the [Ordering information](#) section for each HPE DLC Apollo rack.

SERVICE BENEFITS

- A dedicated experienced high-performance computing (HPC) installation project manager (IPM) to oversee the implementation of the service engagement
- Verification prior to installation that all service prerequisites have been met
- Installation and startup by a team of HPC technical specialists
- Availability of an HPE service specialist to answer basic questions during service delivery
- Delivery of the service at a mutually scheduled time convenient to the Customer

SERVICE FEATURE HIGHLIGHTS

- Deployment management
- Service planning
- Site readiness verification checklist
- Installation and startup
- Installation verification tests (IVTs)
- Customer orientation session

TABLE 1. Service features

Service features	Delivery specifications
Deployment management	<p>An HPC IPM is assigned to help remotely manage the deployment of the HPE DLC Apollo System. Working closely with the Customer, the IPM performs the following tasks as part of deployment management:</p> <ul style="list-style-type: none"> • Coordinate the activities detailed in this data sheet • Project manage the overall delivery and installation
Service planning	<p>The IPM works with the Customer to plan all in-scope activities identified in this data sheet, including the identification of any prerequisites and Customer responsibilities. The IPM schedules the on-site delivery of the service at a time mutually agreed upon by HPE and the Customer, which will be during local HPE standard business hours, excluding HPE holidays, unless otherwise agreed by HPE.</p> <p>The IPM performs the following tasks as part of service planning:</p> <ul style="list-style-type: none"> • Scheduling and confirming the installation dates with the Customer and the HPE service delivery specialist • Communicating and confirming the planned HPE DLC Apollo System delivery date with the Customer and the HPE service delivery specialist
Site readiness verification checklist	<p>The IPM works with the Customer to help communicate physical site requirements for the HPE DLC Apollo System. The IPM also receives subsequent validation from the Customer that the requirements have been met prior to delivery of the installation services. Verification areas include, but are not limited to, the following:</p> <ul style="list-style-type: none"> • Location, flooring structure, and openings for power and network cables • Accessibility from the building entrance to a designated position in the data center • Power and lighting considerations • Safety considerations • Cooling considerations • Water preparation considerations (required facility plumbing and piping)
Installation and startup	<p>Once the purchased HPE DLC Apollo System has been configured at the factory and delivered to the Customer site, the HPE service delivery specialists arrive on-site to perform the installation and startup services.</p> <p>Depending on the Customer's order for the HPE DLC Apollo System, HPE provides the applicable installation activities for the system based upon the order and applicable options purchased with it, subject to the service limitations as follows:</p> <p>HPE DLC Apollo CDUs:</p> <ul style="list-style-type: none"> • Confirm that the secondary water loop between HPE DLC Apollo Rack/cabinet and the chassis is functional • Verify HPE DLC Apollo CDU functionality using HPE standard functional test procedures • Run HPE DLC Apollo CDU coolant monitoring for system stability and troubleshooting • Connect Customer-provided network cables between racks • Power on the system <p>HPE DLC Apollo Rack/cabinet:</p> <ul style="list-style-type: none"> • Install one (1) HPE DLC Apollo Rack • Verify HPE DLC Apollo compute blades are received per Customer's hardware order • Confirm that HPE DLC Apollo integrated fabrics are received per Customer order • Connect network cables between racks • Link power to the rack/cabinet as required <p>Facility:</p> <ul style="list-style-type: none"> • Verify network connections are connected within the HPE DLC Apollo System using standard HPE procedures • Configure HPE DLC Apollo System Manager • Clean up and dispose of packaging material used for HPE DLC Apollo System
Installation verification tests	<p>HPE runs the appropriate IVTs required for this service.</p>
Customer orientation session	<p>During the same day as the installation, the HPE service specialist conducts an orientation session of up to one (1) hour in duration on basic product usage and special features, and is available to answer questions, as appropriate. This orientation session is provided upon completion of the installation and the Customer is responsible for ensuring attendance at this session and providing the necessary logistics to enable Hewlett Packard Enterprise to provide the orientation session.</p>



SERVICE LIMITATIONS

The services are performed during HPE local business days and hours excluding HPE holidays. The on-site service is delivered as a single event at one physical site on a single HPE DLC Apollo System.

SERVICE ELIGIBILITY

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

- The Customer must have ordered a new HPE DLC Apollo System from HPE or HPE authorized partner
- The Customer must have all required power source, water source, and network infrastructure in place as communicated by HPE and ensure it is functioning prior to the scheduled on-site service
- The Customer must ensure that the site, cable runs, and power outlets conform to all local fire and electrical codes, and to the HPE recommended specifications
- The Customer must have documented basic server and network customization requirements, such as network settings (host name, IP address, subnet, and gateway), prior to kickoff of the services, before the system ships. If this information is not provided, it could result in unnecessary delays
- The Customer must have conformed to all the guidelines and requirements in the site preparation guide prior to the scheduled on-site service
- The Customer must meet all prerequisites prior to scheduling on-site delivery of the service

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.
- Identify a dedicated project manager to work with the IPM to prepare for the system's build, configure, test, shipment, installation, deployment/integration, and acceptance.
- Ensure that all service prerequisites have been either met as identified in this data sheet or as communicated to Customer.
- 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 to deliver this service are available. And the software products should be properly licensed and be available to assist HPE in facilitating the delivery of this service.
- Ensure that the Customer technical contact provides to HPE (as part of the service planning process) technical integration and configuration details for the HPE DLC Apollo System, including any specific hardware layout requirements in an architecture design document with Visio drawings.
- 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 network connections required.
- Allow HPE full and unrestricted access to all locations where the service is to be performed.
- Establish the facility's power connection to the HPE DLC Apollo Rack.
- Identify a system administrator and/or manager for attendance at the Customer orientation session.
- Provide suitable virtual private network (VPN) or other suitable connectivity as required for the delivery of remotely delivered services.



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.

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 expire after 365 days (1 year) from the order acceptance date for services not scheduled and delivered and Customer is not entitled to a refund for the unused services.

HPE's ability to deliver the services is dependent 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 acknowledges and agrees that HPE may use resources outside the country of purchase for delivery of these services.

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
- Services required due to causes external to the HPE maintained hardware or software
- Any services not clearly specified in this document
- Any services provided outside of HPE standard business hours may be subject to additional charges

ORDERING INFORMATION

HPE DLC Apollo System Startup Service must be ordered using the following service product number:

- HA114A1#VON for HPE Direct Liquid Cooled Apollo Stup SVC

Customers should order a quantity of **one per HPE DLC Apollo rack**.

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