



HPE Installation and Startup for HPE Virtual Connect Enterprise Manager

HPE Lifecycle Event Services

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
- Verification prior to installation that all service prerequisites are met

Service feature highlights

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

The HPE Installation and Startup for HPE Virtual Connect Enterprise Manager (VCEM) provides for the installation and configuration of Virtual Connect Enterprise Manager on one central management server (CMS). This service includes a pre-installation review to validate that the VCEM prerequisites have been met, installation and configuration of the VCEM software on the CMS, configuration of up to four unique Virtual Connect profile templates, the importation of two HPE BladeSystem c-Class enclosures (Virtual Connect domains) into the VCEM management application, and creation of one Virtual Connect domain group. This service also includes an orientation session that demonstrates key features of VCEM.

For enterprise-wide implementations of VCEM, HPE can implement Virtual Connect Enterprise Manager as a custom service as specified in a custom Statement of Work (SOW).

Table 1. Service features

Feature	Delivery specifications
Service planning	A Hewlett Packard Enterprise service specialist will plan all the necessary activities, including identification of any prerequisites, and schedule the delivery of the service at a time mutually agreed upon by HPE and the Customer, which shall be 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.

Table 1. Service features (continued)

Feature	Delivery specifications
Service deployment	<p>A Hewlett Packard Enterprise service specialist will perform the following as part of this service:</p> <ul style="list-style-type: none"> • Contact the Customer to discuss the details of the Customer’s existing network environment and the configuration of the HPE Virtual Connect modules. Information regarding the network architecture software revision levels and server/application bandwidth requirements will be gathered, as will information on VLANs, 802.1 Q VLAN tagging, uplinks and port aggregation, and user access. • Review the pre-installation checklist with the Customer and verify that the Customer’s environment is prepared for Virtual Connect Enterprise Manager (VCEM) • For HPE Virtual Connect, configure Virtual Connect Enterprise Manager for up to four (4) Ethernet and Fibre Channel modules in a single c3000 enclosure or up to eight (8) Ethernet and Fibre Channel modules in a single c7000 enclosure. Configuration of Virtual Connect Manager includes domain setup, MAC addressing, link stacking, network connection (including link aggregation and VLANs), fabric connection (assigning WWNs, defining and naming available fabrics, and setting uplinks), and creation of server profiles. • Install Systems Insight Manager (SIM) on the central management server (CMS) identified by the Customer (only if SIM is not already running on the CMS). • Install VCEM on the CMS using the media provided by the Customer. • Assign the VCEM licenses for the BladeSystem enclosure to be managed by the VCEM central management server. • Configure VCEM using information from the pre-installation checklist review with the Customer. • Create Virtual Connect domains. • Create one Virtual Connect domain group. • Utilize the VCEM feature to move a Virtual Connect server profile within a Virtual Connect domain enclosure or within a Virtual Connect domain group.
Installation verification tests (IVT)	<p>Hewlett Packard Enterprise will run the appropriate installation verification tests required for this service.</p>
Customer orientation session	<p>Upon completion of the installation, the Hewlett Packard Enterprise service specialist will conduct an orientation session on product usage and special features and will be available to answer questions, as appropriate.</p>

Service limitations

The following activities are excluded from this service:

- Planning, designing, implementing, configuring, or assessing the Customer's existing network
- Troubleshooting of hardware problems

Upgrading SIM to the prerequisite version for VCEM is excluded from this service, but is available separately from Hewlett Packard Enterprise as a custom Statement of Work-based service.

Service eligibility

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

- Meet the criteria specified in the 'Customer responsibilities' section
- Be properly licensed for Virtual Connect Enterprise Manager
- Ensure that SIM, if already running on the Customer's CMS, is at v5.0 or greater
- Meet the hardware and software prerequisites for HPE Virtual Connect Enterprise Manager

Customer responsibilities

The Customer will:

- Provide a functioning server at the minimum hardware and software prerequisites to be the VCEM central management server
- Make sure that the Virtual Connect firmware is at a minimum of version 1.22 or greater (updating of the Virtual Connect firmware must be completed prior to the delivery of this service)
- Make sure that the HPE BladeSystem enclosure hardware to be managed with a Virtual Connect domain group by VCEM has identical hardware configuration

- Configure all Virtual Connect modules within the group to the same LAN and SAN uplink assignments in order to create domain groups
- Assign a designated system/network person from the Customer's staff who, on behalf of the Customer, will provide the Hewlett Packard Enterprise service specialist with the information required in the service planning interview, and who will also, for existing network devices, perform and/or coordinate any configuration changes, software updates, and associated network cabling changes required for a fully functional network environment
- Verify user-to-server and server-to-server connectivity and existing network functionality following the completion of the service
- Provide all network operations center (NOC) services and support
- Contact a Hewlett Packard Enterprise service specialist within 90 days of 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
- 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

General provisions/ Other exclusions

Configuration of c-Class SAN or Fibre Channel switches (other than HPE Virtual Connect) is not included in this service, but may be available separately from Hewlett Packard Enterprise.

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 re-price this service if the Customer does not schedule and provide for 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.

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

- Service deployment on hardware not covered by a Hewlett Packard Enterprise warranty or service maintenance contract

- Service deployment on hardware covered by a third-party maintenance contract
- 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 required due to causes external to the Hewlett Packard Enterprise maintained hardware or software
- Any services not clearly specified in this document

Ordering information

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

UF816E or HA124A1-5N8

Systems Insight Manager (SIM) upgrade service is available through a custom Statement of Work.

For more information

For more information on Hewlett Packard Enterprise support services, contact any of our worldwide sales offices or visit the following website:

hpe.com/services/support
hpe.com/services/lifecycleevent



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