HPE CloudSystem Foundation Software Installation and Startup Service

HPE Lifecycle Event Services

HPE CloudSystem Foundation Software Installation and Startup Service provides you with installation, configuration, testing, demonstration, and orientation of your HPE CloudSystem Foundation Software.

Certain critical requirements must be implemented prior to installation of HPE CloudSystem Foundation. In addition to the product documentation, please review the 'Service eligibility' and 'Customer responsibilities' sections of this data sheet.

Service benefits

- On-site 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 during HPE's standard local business hours and days

- Verification prior to installation that all service prerequisites are met

Service feature highlights

- Service planning

- Service deployment

- Installation verification tests (IVT)

- Customer orientation session

Table 1. Service features

Feature	Delivery specifications
Service planning	Prior to service delivery, a Hewlett Packard Enterprise service specialist working remotely with Customer's designated point of contact, will plan all the necessary activities, including the identification of any prerequisites, verification that the pre-requisites have been met 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 and days, excluding HPE holidays, unless otherwise agreed by HPE. Any services provided outside of HPE standard business hours may be subject to additional charges.

Service deployment	The Customer can choose one of the following service deployment options:
	• A single management node configuration with a supported version of VMware ESXi or Red Hat Enterprise Linux with KVM enabled can be deployed.
	• If the Customer has an existing management node for HPE OneView and HPE Insight Control server provisioning (ICsp), a second management node with VMWare ESXi for CloudSystem Foundation can be deployed. The two management nodes will be configured as a VMware ESXi cluster. VMware ESXi versions must be supported by HPE CloudSystem Foundation, HPE OneView, and HPE ICsp software.
	• A two-node management hypervisor cluster with a supported version of VMware ESXi or Red Hat Enterprise Linux can be deployed. If the Customer requires a two-node Red Hat Enterprise Linux cluster with KVM enabled, they will need to order an additional HPE Implementation Day. See the 'Service limitations' section for more details.
	As part of this service, Hewlett Packard Enterprise will:
	• Configure two servers as compute nodes with either VMware ESXi or Red Hat Enterprise Linux with KVM enabled; the compute nodes will become managed servers in the CloudSystem portal
	• Install VMware vCenter Server and create an ESXi cluster
	• Installation and configure CloudSystem Foundation software on a management cluster or single management node configuration
	• Integrate HPE 3PAR Block Storage Driver
	• Upload two existing default HPE-provided images
	• Define up to two provider networks and up to four tenant networks
	• Deploy two virtual machines (i.e., instances) using the HPE CloudSystem portal
	• Install HPE Operations Orchestration Studio on a client system that meets the minimum requirements provided by the Customer
Installation verification tests (IVT)	• Hewlett Packard Enterprise will run the appropriate installation verification tests required for this service.
Customer orientation session	• 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 during this session, as appropriate. This session is completed in same day the installation is completed. Customer is responsible for ensuring attendance at this session and providing the necessary logistics to enable HPE to provide the orientation session.

Service limitations

This service is limited to a single CloudSystem Foundation software product at a single physical site.

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

- Backup, recovery, and support of the operating system, other software, and data

- 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

- Operational testing of applications, or additional tests requested or required by the Customer

Deployment of the management cluster on two nodes with Red Hat KVM will require that one additional HPE Implementation Day (HK928A1) be added to the order.

Deployment of HPE OneView and HPE ICsp are not included in this service.

Creation of custom operating system images are not included in this service.

Detailed design definition of any component is not included in this service.

Service eligibility

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

- One supported server for a single-node management server for a single node configuration or two supported servers for a management cluster that meets minimum support matrix requirements; servers must be physically installed, and cabled to power, LAN, and SAN.

- Two supported servers for compute servers that meet support matrix requirements are physically installed, and cabled to power, LAN, and SAN.

- Firmware meets the support matrix requirements for CloudSystem Foundation.

- The storage system configuration has been implemented to meet the support matrix requirements for CloudSystem Foundation.

- SAN fabrics have been fully implemented.

- The LAN is fully implemented (e.g., VLANs, routing, IRF, LACP, firewall, etc.).

- LUNs for the management and compute nodes have been created and presented, and are zoned correctly.

- If used with HPE OneView, server profiles for the hypervisor hosts have been assigned.

- If used with HPE ICsp, OS installation media for the hypervisor is uploaded to the media server.

- If used with Red Hat Enterprise Linux, OS installation media is provided along with any required licenses.

- If used with VMware ESXi and/or VMware vCenter, media and licenses are provided.

- A detailed design of the ESXi or KVM environment is available.

- DNS (and DHCP, if needed) is implemented and the host names of all appliances and hypervisors have been added.

- Detailed CloudSystem Foundation design, including, for example, VLAN design, host names, IP addresses, provider networks, tenant private networks, subnet details, and virtual routers, is ready.

Customer responsibilities

The Customer will:

- 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 prior to the scheduled delivery date

- 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; ensure that all hardware, firmware, and software that the Hewlett Packard Enterprise 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 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

- Ensure that all service prerequisites identified during the 'Service planning' activity have been met prior to the scheduled delivery date

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.

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

- Services will be performed during HPE local business days and hours, excluding HPE holidays.

Ordering information

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

- H4W55E or HA124A1 for #5VA for HPE CloudSystem Foundation Software Installation and Startup Service

- HK928A1 for HPE Implementation Day

- U0RA2E or HA124A1 #5TF for HPE OneView with Insight Control server provisioning (ICsp) Installation and Startup Service

For more information

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

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

Hewlett Packard Enterprise