

HPE Hyper Converged 380 Installation and Startup Service

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
- Allows your IT resources to stay focused on their core tasks and priorities

Service feature highlights

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

HPE Hyper Converged 380 Installation and Startup Service provides planning, service deployment, installation verification testing (IVT), and an orientation session to facilitate deployment of the features and functionality of an HPE Hyper Converged 380 system, as more fully described in the 'Service features' table below.

Table 1. Service features

Feature	Delivery specifications
Service planning	<p>An HPE service specialist will contact the Customer to schedule the delivery of services and validate that all pre-delivery requirements and prerequisites have been or will be met prior to installation. During this service planning activity, the HPE service specialist will work remotely with the Customer to plan all the necessary activities, which will include:</p> <ul style="list-style-type: none">• Communication and verification of the OS, hardware, software, driver, and environmental prerequisites required for the installation of the HPE Hyper Converged 380 system• Collection, using a pre-delivery checklist, of the information needed to plan the deployment, including confirmation that the server firmware is supported and determination of any steps needed to bring them within specifications, if applicable, prior to delivery of the installation services• Data store design, up to a limit of 10 data stores, that the Customer wishes to have implemented as part of the installation services• Pre-installation verification that the proposed network configuration meets product specifications• Pre-installation verification of the configuration, subject to any limitations as described in this data sheet, and review of the service deployment activities <p>The HPE service specialist will schedule 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, unless otherwise agreed by HPE. Any services provided outside of HPE standard business hours may be subject to additional charges.</p>

Table 1. Service features (continued)

Feature	Delivery specifications
Service deployment	<p>The following service deployment activities will be carried out by an HPE service specialist during service delivery. The following service deployment activities will be carried out by an HPE service specialist during service delivery:</p> <ul style="list-style-type: none"> • Installation of the HPE Hyper Converged 380 system hardware into a Customer-supplied rack • Connection of the Customer-supplied, pre-run network cabling to the enclosure and nodes • Creation of a management group through the pre-installed HPE OneView InstantOn software • Configuration of the Hyper Converged 380 user interface • Creation of up to 10 data stores, as specified by the Customer • Installation of either HPE Insight Remote Support Advanced (RSA) software or discovery of the Hyper Converged 380 system hardware within an existing implementation of the HPE Insight Remote Support Tool software for qualified hardware
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, as appropriate.

Service limitations

- The onsite service is delivered as a single event at one physical site on a single HPE Hyper Converged 380 system.

The following activities are excluded from this service:

- 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
- Design or implementation of the Customer's network to meet the Hyper Converged 380 networking requirements
- Reorganization of existing racks to create space for the Hyper Converged 380 system hardware
- Installation and configuration of switches, routers, or network gateways
- Integration with any hardware or software components not supported by the Hyper Converged 380 product
- Installation and configuration of HPE CloudSystem software; however, CloudSystem installation and configuration are available as a separate service at additional charge

Service eligibility

- Customers are eligible for the delivery of this service if they meet the following prerequisites:
- The Customer must provide a suitable physical operating environment for the array product, including implementation of any recommendations made by HPE as a result of the site inspection.
- This service must be purchased for each HPE Hyper Converged 380 system node.
- The supported rack(s) must have sufficient space and meet environmental requirements for mounting the appropriate hardware.
- All cabling must be supplied and pre-run.
- 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.
- An Ethernet/IP infrastructure must be installed and configured to meet the Hyper Converged 380 networking requirements as outlined in the pre-installation checklist.

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
- 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 as identified in the 'Service eligibility' section have been met
- Ensure that all service prerequisites identified during the 'Service planning' activity have been met
- Provide sufficient network connectivity and ensure that any required network connectivity (LAN and VLAN) is configured and available to the enclosure to support switch and/or pass-through prior to the installation date

- Be responsible for pulling and installing cables outside the immediate work area; and for configuring and providing network cables, IP addresses, and subnet masks as required for the installation as defined in the product documentation
- Coordinate service deployment on third-party-maintained products (if applicable) with Hewlett Packard Enterprise

Retain, and provide to Hewlett Packard Enterprise upon request, all original software licenses, license agreements, license keys, and subscription service registration information, as applicable for this service

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'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.

- The service is delivered as a single, contiguous event. Environments that require multiple engagements over a longer period of time are not eligible for this service; however, HPE Hyper Converged 380 installation and startup is available for phased delivery at additional cost.

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

- Service deployment on hardware covered by a third-party maintenance contract
- 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):

HA124A1 #5Z0 - HPE Hyper Converged 380 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:

www8.hp.com/us/en/business-services/it-services.html?compURI=1541849#VMgTvmXTmpg

hpe.com/services/support



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