HPE CS700 for VMware FW/SW Upgrade Service

HPE Packaged Support Services

The HPE ConvergedSystem is a combination of select hardware, firmware, and software designed and tested to work together as one solution. The HPE ConvergedSystem 700 is shipped from the factory with a fixed software stack for use in virtualized data center environments.

The HPE ConvergedSystem 700 (CS700) FW/SW Upgrade Service for HPE ConvergedSystem 700 for VMware® provides you with an upgrade path for your HPE CS700 for VMware to the most current HPE approved FW/SW recipe—while preserving the integrity of the pretested, prebuilt general purpose virtualization formula. The objective of this service is to ensure that your HPE CS700 has the latest supported configuration and that all components of your solution meet necessary requirements. This service is available for customers with systems that are currently running the previous version from the most current SW/FW recipe.

Older HPE CS700 system recipes, or recipes that have been modified without the expressed approval of HPE, may result in system instability and increased service charges.

This service is focused on updating the HPE CS700 management and application software stack (VMware and OneView) and system firmware (FW) to the latest supported versions. You can take advantage of the latest HPE technologies while protecting your investments in previous versions of HPE hardware. The HPE CS700 FW/SW Upgrade Service also helps to ensure that your product is supported continually as a fully integrated and tested solution.

HPE provides a planning session to clarify the scope and identify all prerequisites for performing the update. During the planning process, the HPE project manager will define the prerequisites, site preparation requirements, and the development of an action plan to execute the update.

Service benefits

- Improved system uptime

- Evaluation of your current environment and planning of your solution update by a skilled solution expert

- Assurance that your HPE ConvergedSystem 700 continues as a fully tested, integrated, and supported business-critical solution

- Confidence that your system has the latest version of firmware (FW) and software (SW) with the latest fixes and enhancements that have been approved for the HPE CS700

- May contribute to improved system performance and reduced downtime due to software defects

- Delivery of the service at a mutually scheduled time convenient to your organization

- Availability of a Hewlett Packard Enterprise service specialist to answer basic questions during the delivery of this service

- Verification prior to installation that all service prerequisites are met

Service feature highlights

The HPE CS700 FW/SW Upgrade Service provides the following features as detailed in the table below:

- HPE will oversee Customer site update activities, including the capture of Customer-specific parameters, as well as planning and scheduling needed to coordinate any installation of required products at the Customer site.

- An HPE service specialist will work remotely with the Customer to plan all necessary activities, including identifying any prerequisites, completing the upgrade worksheet, and scheduling delivery of the onsite service at a time mutually agreed upon by HPE and the Customer. The HPE service specialist will also determine the scope of work to be performed and evaluate if additional services are needed to meet extra requests.

- The HPE service specialist will ensure your system is fully operational and ready for you to customize for your business application based on the functionality test conducted prior to the update.

Table 1. Service features

Feature	Delivery specifications
Project management	HPE will oversee Customer site update activities, including capturing Customer-specific parameters, as well as planning and scheduling needed to coordinate any installation of required products at the Customer site.
Service planning	Service planning An HPE service specialist (in the case of an implementation service, a project manager will replace the service specialist) will plan all the necessary activities, identify any prerequisites, and schedule the delivery of the service at a time that HPE and the Customer mutually agree upon, which shall be during local HPE standard business hours excluding HPE holidays, unless otherwise agreed upon by HPE. Any services provided outside of HPE standard business hours may be subject to additional charges.
Service deployment	The service will be delivered in three phases: • Pre-installation planning: Before delivery, a Site Environmental Requirements document will be prepared. An HPE field delivery specialist will work remotely with the Customer to verify that all Customer prerequisites have been met before the service begins. • Update SAN, LAN switches, HPE BladeSystem c7000 Enclosure, HPE 3PAR storage arrays, and server firmware. • Update, install, and configure the latest supported version of VMware software components. • Update HPE-branded software titles as prescribed in the current software recipe.
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 scaling	The number of enclosures to be updated will drive the price of the service. The table below provides the appropriate service order number and the corresponding number of enclosures covered. HPE Upgrade Services (1 to 2 enclosures) HA124A1 #5YH HPE Upgrade Services (3 to 4 enclosures) HA124A1 #5YW HPE Upgrade Services (5 plus enclosures) HA124A1 #5YX

Service limitations

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

- Applying this service to any HPE CS700 system that is currently running on a recipe older than N-1.

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

- Services that, in the opinion of Hewlett Packard Enterprise, are required due to improper treatment or use of the products or equipment

- Service deployment on hardware not covered by a Hewlett Packard Enterprise warranty or Hewlett Packard Enterprise support agreement

- Any services not clearly specified in this document

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

- Any services not clearly specified in this document or in an associated Statement of Work are excluded from this service.

- This service is limited to a single HPE CS700 product at a single physical site.

- This service does not include the installation of hardware, servers, or storage devices.

- This service is available during local HPE standard business hours, excluding HPE holidays, unless otherwise agreed upon by HPE. Any services provided outside of HPE standard business hours may be subject to additional charges.

- The following may be subject to additional charges: re-racking or reconfiguration of any work that has been performed in the factory; and services provided to configure or reconfigure at the Customer site (including any hardware, software, credentials, and IP addresses that could not be preconfigured in the factory because of an incomplete Customer Intent Document).

- Planning, designing, reconfiguration, implementation, or assessment of the Customer's existing LAN, WAN, or SAN environment (note: these are available from HPE as separate services).

- Integration into the Customer's existing data center network environment, troubleshooting interconnectivity issues with the pre-existing system.

- Application integration, integration of third-party products or peripherals not included with the system, operational testing of applications, or additional tests that the Customer requests or requires.

- Backup, recovery, and support of the operating system, other software, and data; any restoration/recovery of compromised data.

Service eligibility

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

- This service is available exclusively for HPE ConvergedSystem 700 for VMware systems that have been built and maintained as an HPE Converged System 700 for VMware solution and are currently running the previous version of the solution stack. Customized solutions or adjustments to the configuration are not eligible for this update service unless approved by the HPE support team. Customers running versions older than N-1 should engage HPE Technology Services to determine a custom update strategy and price.

- Before service delivery, the Customer must have given HPE a completed questionnaire with accurate technical specifications and/or configuration information.

- The Customer must have or acquire all the appropriate licenses (e.g., OneView, VMware).

- The Customer will have performed a full system backup before the start of this upgrade service.

Customer responsibilities

To ensure the successful completion of this service, the Customer is responsible for the following:

- 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

- 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

- Provide the contract number if any new solution components (e.g., blade servers, HPE 3PAR storage, etc.) need to be added so that HPE can activate support

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.

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

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.

Extra travel charges may apply in some geographic locations. Please contact your local HPE representative for details.

The Customer will have to purchase additional service days to perform migration from HPE Insight Control to HPE OneView. This migration will require the Customer to purchase additional services hours (HA861A1 - HPE FE Personalized Install SVC).

Customer orientation is not a replacement for training. While this session will help provide a basic understanding to the Customer, formal classroom training is also recommended. Please contact your local HPE representative for training available for the HPE CS700.

Ordering information

Use the following service SKUs to order this service. The appropriate SKU is determined based on the number of compute enclosures in the systems:

- HA124A1 #5YH – CS700 FW/SW Upgrade Service for 1 to 2 enclosures

- HA124A1 #5YW – CS700 FW/SW Upgrade Service for 3 to 4 enclosures

- HA124A1 #5YX - CS700 FW/SW Upgrade Service for 5 or more enclosures

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

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