

HPE FIRMWARE UPDATE IMPLEMENTATION SERVICE

HPE Pointnext Services

HPE Firmware Update Implementation Service is a technical service that provides the implementation of firmware updates for selected HPE server, storage, and solution products, taking into account the relevant revision dependencies within your IT environment. For selected storage products, this service provides operating system update implementation and an option for on-site delivery assistance. Please contact your HPE representative for information regarding the selected products for which these services are available.

The Firmware Update Implementation Service is sold in blocks representing deliverables of work on a per product basis. Multiple quantities of the Firmware Update Implementation Service product numbers may be required to complete a firmware update implementation engagement for the selected product.

Your HPE sales representative will work with you to determine the quantities of service product numbers recommended for your HPE product(s). HPE will perform the services for the selected product(s) based upon the service features specified below. Additional quantities of the Firmware Update Implementation Service product numbers may be required to complete a firmware update implementation engagement for the selected product.

Firmware updates to HPE server, storage, and solution products are required periodically and are intended to help prevent issues caused by known problems and obtain product enhancements. HPE specialized technical resources can perform these updates, working with you to determine scheduling and implementation of them with the goal to minimize disruption to your IT environment. This service does not include the firmware updates or the right to any firmware updates. Customer must have rightfully acquired the updates in order to receive these services. Such updates may require an active support agreement, or the Customer may need to purchase them through additional support contracts.

This service does not include a compatibility analysis of firmware and software revisions within the IT environment. This is available from HPE as a separate service engagement for an additional fee, if necessary.

SERVICE BENEFITS

- Delivers firmware updates in a way intended to minimize disruption to your IT environment
- Designed to allow your IT resources to stay focused on their core tasks and priorities
- Delivers the service at a mutually scheduled time convenient to your organization between the hours of 8:00 a.m. to 5:00 p.m. local time, Monday through Friday, excluding HPE holidays
- Service delivered by a trained Hewlett Packard Expert, using the latest tools and in accordance to Hewlett Packard Enterprise best practices

SERVICE FEATURE HIGHLIGHTS

- Planning and preparation
- Implementation of firmware updates
- Review meeting

TABLE 1. Service features

Feature	Delivery specifications
Planning and preparation	The HPE service specialist will: <ul style="list-style-type: none"> • Verify that all service prerequisites have been met, including a review of the Customer-provided compatibility analysis report, where applicable • Create a Firmware Implementation Plan for those products for which this service is purchased, along with current and target revisions • Document HPE’s recommendations regarding the order in which the updates will be performed, including any updates that the Customer must perform before the HPE service specialist can update the HPE products • Develop the schedule for the implementation process, including whether it will be done during normal business hours specified earlier, if it will be done remotely or on-site, and whether systems will be updated online (during normal operation), or need to be taken offline. Any work outside of HPE business hours is subject to additional charges • Discuss the Customer’s responsibilities during the updates, for example, whether it is necessary to shut down applications or disconnect the target products from the network, who will be handling these responsibilities for the Customer, any dependencies for getting them done, and appropriate Customer contacts and escalation path when the updates are being implemented • Discuss the update process, and schedule, and agree upon the Firmware Implementation Plan
Implementation of firmware updates	The HPE service specialist implements the firmware updates for each product for which this service is purchased, per the Firmware Implementation Plan.
Review meeting	HPE meets with the Customer to review the work that was performed and present the updated Firmware Implementation Plan.

SERVICE LIMITATIONS

The Firmware Update Implementation Service is sold in blocks representing deliverables of work on a per product basis. Any unused blocks of service allotted for each Firmware Update Implementation Service purchased are not eligible for credit and may not be used for the provision of these services on any other products or provision of any other products or services.

Customer acknowledges and agrees that HPE may use resources outside the country of purchase for delivery of these services unless otherwise specified as part of a service feature description.

Services will be delivered either on-site or remotely, at HPE’s discretion, and will be delivered between the hours of 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding HPE holidays.

This service is available for selected products that are Customer self-upgradable (CSU) as well as selected non-CSU products.

This service will include an upgrade of HPE Command View EVA software, where required. However, it does not include a new installation of Command View EVA onto a new system. If such an installation is required, it can be accommodated by purchasing the HPE Command View EVA Installation and Startup Service.

This service is limited to selected HPE products at a single physical Customer location.

HPE is not responsible for any compatibility issues that may arise as a result of providing these implementation services. This service does not include a compatibility analysis of firmware and software revisions within the IT environment. This is available from HPE as a separate services engagement for an additional fee.

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

- Any services not clearly specified in this document
- 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, including:
 - Installation or configuration of any hardware or software products (unless HPE Synergy Composer migration is specifically added to the service)
 - Loading, management, migration, or manipulation of the Customer’s production data
 - Operational testing of applications or troubleshooting of interconnectivity, compatibility, network compatibility, or other problems



- Reconfiguration or installation of software drivers or patches to bring the environment into a compatible, supported configuration for the firmware update
- Any upgrade or installation of any remote tools present (such as HPE Systems Insight Manager, HPE Insight Remote Support, and HPE 3PAR Service Tools)

SERVICE ELIGIBILITY

The Customer is responsible for performing a compatibility analysis prior to this service to help reduce the risk of version compatibility problems.

The Customer must provide confirmation that this analysis has occurred and provide a copy of this analysis to HPE for review to determine if it is sufficient for the purposes of determining eligibility for these services.

HPE can provide a firmware compatibility analysis in a separate HPE Pointnext Services engagement for an additional fee, if required.

HPE reserves the right to decline to update firmware if, in the judgment of the HPE service specialist, there is an unacceptable risk of compatibility issues.

This service must be purchased for each HPE product that will require this Firmware Update Implementation Service. Multiple quantities of this service may be required to complete one firmware update implementation engagement.

The Customer must be running or allow HPE to run the appropriate HPE tools to enable the firmware updates. The Customer must have rightfully acquired the firmware updates and can provide evidence of such to HPE.

CUSTOMER RESPONSIBILITIES

The Customer will:

- Provide proof of license to firmware updates that are being implemented
- Complete and return the prerequisite HPE pre-delivery checklist to the service specialist at least two weeks prior to the start of the service
- Provide copy of firmware compatibility analysis report with sufficient time for HPE to review to determine eligibility for this service
- Ensure that all service prerequisites as identified in the “Service eligibility” section have been met
- 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
- Coordinate with the HPE service specialist within 90 days of date of purchase to schedule the delivery of the service
- Assign a designated person from the Customer’s staff who, on behalf of the Customer, will grant all approvals, provide information, 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 HPE Service Tools used to facilitate the delivery of this service, if applicable
- Be responsible for all data backup and restore operations
- Resolve any problems or dependencies within their IT environment, identified from the Firmware Implementation Plan, prior to the installation of the firmware updates

If HPE Synergy Composer migration is selected, Composer2 hardware must be purchased separately and be available at the installation site prior to the firmware update service.



GENERAL PROVISIONS/OTHER EXCLUSIONS

HPE reserves the right to reprice this service if the Customer does not schedule and provide for subsequent delivery within 90 days of purchase.

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'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.

Any services provided outside of HPE standard business hours may be subject to additional charges. Portions of the service are delivered remotely or on-site, at HPE's discretion.

Travel charges are not included and may apply; please consult your local HPE office.

Please check with a local HPE authorized representative to find out whether a specific location is eligible for this service.

SUPPLEMENTAL TERMS

The following supplemental terms apply to these services and take precedence in the event of any conflict:

- Upon receipt of an acceptable order, HPE will contact the Customer within seven (7) business days to organize a service delivery date. Service delivery dates are subject to resource availability and may be scheduled up to 30 days from the order acceptance date.
- The Customer must schedule and receive delivery of these services within 180 days from order acceptance. 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 will expire after 365 days (one year) from the order acceptance date for services not scheduled and delivered, and the Customer will not be entitled to a refund for the unused services.

ORDERING INFORMATION

The Firmware Update Implementation Service is sold in blocks representing deliverables of work on a per product basis. Most engagements will require multiple quantities of the service product numbers, depending on the type and number of HPE products to be updated. To order HPE Firmware Update Implementation Service, please contact an HPE sales representative or authorized HPE reseller to determine the quantity of HPE Firmware Update Implementation Service required to update the desired set of HPE products. Reference the following product numbers:

For configurable HPE services:

- HM002A1 for HPE Firmware Update Implementation Service (delivered remotely for applicable HPE storage products, including HPE Primera)
- HM9R6A1 for HPE Onsite Firmware 3PAR/Primera Implementation Service (delivered onsite for applicable HPE 3PAR or HPE Primera products)
- HL934A1 for HPE Firmware Update Implementation Service (for applicable HPE Integrity servers)
- HL997A1 for HPE Firmware Update Implementation Service (for applicable HPE ProLiant servers)
- HF2Z6A1 for HPE Firmware Update Implementation Service (for applicable HPE Synergy products)

For non-configurable HPE services:

- U1H22E for HPE Firmware Update Implementation Service (delivered remotely for applicable HPE storage products, including HPE Primera)
- U1H27E for HPE Firmware Update Implementation Service (for applicable HPE Integrity servers)
- U1H28E for HPE Firmware Update Implementation Service (for applicable HPE ProLiant servers)
- HA9H6E for HPE Firmware Update Implementation Service (for applicable HPE Synergy products)



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