

# HPE ProLiant for Microsoft Azure Stack solution update service

HPE Lifecycle Event Services

## Service overview

HPE ProLiant for Microsoft® Azure Stack solution update service provides planning, service deployment, and installation of HPE and Microsoft software updates, along with HPE firmware updates.

To help you best match your deployment needs the HPE ProLiant for Microsoft Azure Stack solution update service is available in two packages:

- Package 1: HPE Network switch firmware, HPE iPDU firmware, HPE ProLiant DL360 management server firmware, and HPE software updates
- Package 2: HPE ProLiant DL380 compute node firmware and Microsoft Azure Stack software updates

Each service package includes a scheduled meeting with an HPE service specialist to prepare for the installation and deployment of the software and firmware updates in each package. See the [Service deployment](#) section for details on the service deliverables.

## Service benefits

- Installation and startup by an HPE technical specialist
- Availability of an HPE 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 testing



## Service features

**Table 1.** Service features

Feature	Delivery specifications
<b>Service planning</b>	An HPE service specialist will plan all the necessary activities, including identifying any prerequisites and the delivery schedule of the service at a time mutually agreed upon by Hewlett Packard Enterprise and the customer. It will be during local HPE standard business hours excluding HPE holidays unless otherwise agreed. Any services provided outside of the HPE standard business hours may be subject to additional charges.
<b>Service deployment</b>	Setup, installation, and configuration assistance—HPE professionals will install required firmware and software updates to comply with the latest HPE ProLiant for Microsoft Azure Stack firmware/software matrix.
<b>Installation verification tests (IVTs)</b>	Hewlett Packard Enterprise will run the appropriate IVTs required for this service.

## 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 product, including implementation of any recommendations made by Hewlett Packard Enterprise during site inspection.
- The customer networks must be configured properly in accordance with the product documentation. The configuration must also be completed ahead of our delivery of this service.
- To be eligible to purchase this service, the customer must be properly licensed to use a currently supported revision of the software at the time the installation begins; otherwise, additional charges may be applied to bring the customer into service eligibility.

## Service limitations

The following activities 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
- The on-site service is delivered as a single event at one physical site on a single HPE ProLiant for Microsoft Azure Stack rack



## Customer responsibilities

### The customer will:

- Contact an HPE service specialist within 90 days of the 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 HPE 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 Hewlett Packard Enterprise 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
- 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

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.

Our ability to deliver this service is dependent upon the customer's full and timely cooperation with us, as well as the accuracy and completeness of any information and data the customer provides to Hewlett Packard Enterprise.

Travel charges may apply; consult your local office.

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

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



## Ordering information

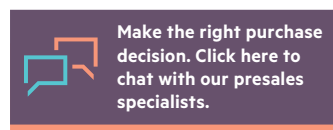
This service can be ordered using the following service part number(s):

- HA124A1#5ZR—For package 1: HPE Network switch firmware, HPE iPDU firmware, HPE ProLiant DL360 management server firmware, and HPE software updates; quantity is per rack
- HA124A1#5KY—For package 2: HPE ProLiant DL380 compute node firmware and Microsoft Azure Stack software updates; quantity is per node

Learn more at

[\*\*hpe.com/services/support\*\*](https://hpe.com/services/support)

[\*\*hpe.com/services/lifecycleevent\*\*](https://hpe.com/services/lifecycleevent)



**Sign up for updates**



---

© Copyright 2017 Hewlett Packard Enterprise Development LP. The information contained herein is subject to change without notice. The only warranties for Hewlett Packard Enterprise products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. Hewlett Packard Enterprise shall not be liable for technical or editorial errors or omissions contained herein.

This data sheet is governed by the Hewlett Packard Enterprise current standard sales terms, which include the supplemental data sheet, or, if applicable, the Customer's purchase agreement with Hewlett Packard Enterprise.

Microsoft is either a registered trademark or trademark of Microsoft Corporation in the United States and/or other countries. All other third-party trademark(s) is/are property of their respective owner(s).

a00025742ENN, September 2017