HPE SimpliVity 380 for Microsoft Hyper-V Onsite Software Installation and Startup Service

HPE Lifecycle Event Services

Service overview

HPE SimpliVity 380 for Microsoft® Hyper-V Onsite Software Installation and Startup Service ensures the successful implementation of your HPE SimpliVity 380 **hyperconverged** infrastructure. Our on-site experts install and configure your HPE SimpliVity 380 software to jump-start your investment, support your IT staff, and accelerate time to value. This service provides planning, service deployment, installation verification testing (IVT), and an orientation session to facilitate deployment of the features and functionality of an **HPE SimpliVity 380** product as more fully described in the **Service features** table.

Service benefits

• Installation and startup by an HPE technical specialist

• More efficient installation, provided all service prerequisites have been met prior to the commencement of service

• IT resources stay focused on their core tasks and priorities

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

• Availability of an HPE service specialist to answer basic questions during the delivery of the on-site installation service

Service feature highlights

• Service planning

• Service deployment

• IVTs

• Customer orientation session

Table 1. Service features

Feature	Delivery specifications
Service planning	An HPE service specialist contacts the customer to schedule the delivery of the services and validates that all predelivery requirements and prerequisites have been or will be met prior to installation. During this service planning activity, the HPE service specialist works remotely with the customer to plan all the necessary activities. They will • Communicate and verify the hypervisor, hardware, software, driver, and environmental prerequisites required for the installation of HPE SimpliVity 380 hyperconverged system • Collect, using a predelivery checklist, 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 • Preinstall verification that the proposed network configuration meets product specifications • Preinstall verification on the configuration, subject to any limitations as described in this data sheet and review the service deployment activities • Schedule the service delivery at a time mutually agreed upon by Hewlett Packard Enterprise and the customer, which shall be during local HPE standard business days and hours, excluding HPE holidays

Service deployment	The service deployment activities include the following:
	• Setup, installation, and configuration—HPE professionals install required software and configure system settings
	• Software installed
	  – Server firmware
	  – HPE SimpliVity Deployment Manager
	  – HPE SimpliVity Arbiter
	  – Supported Microsoft Hyper-V Server version on each HPE SimpliVity node
	  – Supported HPE OmniStack software
	  – HPE SimpliVity and Microsoft SCVMM Add-in
	  – Remote support monitoring software (optional)
	• The configuration of the HPE SimpliVity clusters

IVTs	System validation: HPE on-site experts assist with production configuration and activation, and perform a number of post-deployment checks to validate the proper health and operation of your HPE SimpliVity 380 **hyperconverged** implementation.

Customer orientation session	• Upon completion of the installation, the HPE service specialist conducts a brief orientation session on the HPE SimpliVity 380 product usage and special features. What's more, the specialist is also be available to answer questions, as appropriate.
	• This orientation session is completed on the same day of the installation and specifically covers a demonstration of the HPE SimpliVity 380 basic features.
	• The customer is responsible for ensuring attendance at this session and providing the necessary logistics to enable Hewlett Packard Enterprise to provide the orientation session. The following topics may be covered as part of this session:
	  – Review of basic maintenance tasks to be performed on a regular basis and administrative interface
	  – Data protection capabilities
	• The orientation session is informal and is not intended as a classroom activity or as a substitute for formal product training. Other subject areas, such as hardware management, security, volume management, and snapshots, are covered by **HPE Education Services training courses**. To improve the quality of the session, the customer should be familiar with the management of several components of the solution (such as Microsoft SCVMM, Hyper-V Server, **HPE iLO**, and **HPE ProLiant DL380** hardware).

Service eligibility

Customers are eligible for the delivery of this service if they meet the all prerequisites as identified during the service planning session. It is including but not limited to the following prerequisites:

• The correct services and quantity as outlined in the ordering instructions section have been purchased by the customer.

• HPE SimpliVity 380 **hyperconverged** hardware is racked, powered, LAN cables connected, and HPE iLO configured. A separate service is available (HA114A1#5LY) to perform this work.

• 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 Microsoft Hyper-V Server, especially when the support agreement coverage begins. Otherwise, additional charges may be applied to bring the customer into service eligibility.

• The customer must have applied for and obtained the required licensing for Microsoft components.

• An Ethernet/IP infrastructure must be installed, configured, and operating normally.

• Active Directory with Integrated DNS is configured.

• Where geographically separate sites are being configured, networks and gateways must be fully operational between locations.

• Network addresses for each server node must be available.

• Ethernet network must be implemented and operational at all locations.

Service limitations

Services are performed during local HPE business days and hours, excluding HPE holidays.

The service is delivered as a single event at one physical site on a single HPE SimpliVity 380 product. Additional services need to be ordered if a multisite implementation is required. Contact your HPE sale representatives for more details.

Additional travel cost may need to be added to the quote depending on the installation location. Contact your HPE sale representatives for more details.

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

• Application integration or integration of third-party products or peripherals not included with the system

• 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

• Planning, design, or implementation of the customer's overall network infrastructure or architecture

• Installation and configuration of switches, routers, or network gateways

• Integration with any hardware or software components not supported by the HPE SimpliVity 380 product

• Installation of Microsoft Hyper-V Server on servers which are not part of the federation excluded

• Workload migration from existing infrastructure to HPE SimpliVity 380

• Physical to virtual or virtual to physical server transformation and migration

• Upgrade of existing HPE SimpliVity 380 appliances to the latest software and firmware matrix

Customer responsibilities

The customer will

• Contact an HPE service specialist within 90 days of purchase to schedule the delivery of the service.

• Ensure that all service prerequisites identified in the **Service eligibility** section have been met prior to delivery of the on-site services.

• Make sure the customer has a valid, remote Microsoft SCVMM running with the version supported in the **HPE SimpliVity Interoperability Guide** prior to the start of the installation.

• Ensure all hardware required for installation by the HPE service specialist are available on the scheduled delivery date, and for software, all operating and software products are properly licensed.

• Assign a designated person from the customer's staff who, on behalf of the customer, grants all approvals. The staff should also provide information and ensure that all hardware that the HPE service specialist will need in order to deliver this service is available, along with software products that are properly licensed. They should also 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.

• Review, complete, and provide the HPE SimpliVity Site Readiness Checklist and HPE SimpliVity Pre-deployment Checklist to the service specialist prior to the installation date.

• Provide sufficient network connectivity and ensure that any required network connectivity (LAN and VLAN) is configured and available to the HPE SimpliVity 380 nodes.

• Be responsible for all data backup and restore operations.

• Allow HPE connectivity to all locations where the service is to be performed.

• Give HPE personnel full and unconditional access to all software products to be supported. If security restrictions apply to any supported systems, the customer may be required to assume additional responsibilities for maintaining these systems and their associated software.

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

• Coordinate service deployment on third-party-maintained products with HPE, if applicable.

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 reprice 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 us.

The service is delivered as a single, contiguous event. Environments that require multiple engagements over a longer period of time are not included with this service and are available at additional cost.

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

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

• Service deployment of HPE SimpliVity 380 **hyperconverged** hardware rack, power, LAN cabling and HPE iLO configuration; a separate service HA114A1#5LY is available to perform this work.

• 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.

• Services that, in the opinion of HPE, are required due to unauthorized attempts by third-party and/or customer personnel to install, repair, maintain, or modify hardware, firmware, or software.

• 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 numbers:

• HA124A1#5R8: HPE SVT 380 for MS Hyper V Onsite software installation and startup service
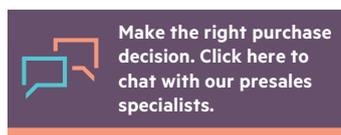
Related services

• HA114A1#5LY: HPE SVT 380 Hardware Installation Service

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