HPE Installation and Startup Service for HPE Moonshot System

HPE Lifecycle Services

Service overview

HPE Installation and Startup Service for the HPE Moonshot System infrastructure provides for the installation of one HPE Moonshot 1500 Chassis and its associated HPE Moonshot servers and network switches, operating system deployment, and basic configuration of OS network parameters to establish network connectivity.

In response to the needs of the majority of HPE Moonshot Customers, this fixed-price service targets new hardware installation and software deployments for the HPE Moonshot System, subject to the limitations. For more advanced installation, configuration, and integration requirements, custom deployments are available through a mutually agreed and implemented statement of work (SOW), based upon the Customer's needs.

Service benefits

This service provides a trained HPE service specialist to perform an installation that meets HPE quality standards for:

- Service delivery at a mutually scheduled time convenient to your organization
- Efficient and effective HPE Moonshot chassis and cartridge integration of hardware components
- Timely installation, provided all service prerequisites are met before commencement of service
- Reduction in implementation time and cost
- Verification before installation that all service prerequisites are met
- Helping you effectively utilize HPE products from the knowledge gained during on-site service delivery

Service feature highlights

- Service planning
- Service deployment
- Installation verification tests (IVTs)
- Orientation and knowledge-transfer session

Specifications

Table 1. Service features

Feature	Delivery specifications
Service planning	Prior to coming on-site, an HPE service specialist will work with the Customer to review and collect the required information to perform this service. Plan all the necessary activities, including the identification of any prerequisites, and 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. The service specialist will provide the planning and coordination activities detailed in the following either remotely or on-site, at HPE's discretion. Any services provided outside of HPE standard business hours may be subject to additional charges.
Service deployment	These specific on-site server hardware integration and configuration activities will be provided: – Integration of hardware components – Racking of the HPE Moonshot 1500 Chassis into a rack system – Connection of system power and network cables to the chassis – Installation of HPE ProLiant server cartridges for HPE Moonshot System based upon HPE Moonshot 1500 Chassis standard configuration guidelines – Chassis setup and configuration utilizing HPE Integrated Lights-Out (iLO) Chassis Manager – Verification that firmware is at the latest supported version. If needed, update firmware to bring it into compliance The operating system environment configuration will provide the following: – One HPE supported operating system (OS) image will be installed to all server nodes within a single HPE Moonshot 1500 Chassis, provided an established HPE Insight Cluster Management Utility (CMU) or Windows Deployment Services (WDS) environment exists with a functional PXE boot environment and server provisioning capabilities to load a Customer-supplied OS image – Configure basic OS network parameters to establish LAN connectivity
Installation verification tests (IVT)	HPE will provide the following activities specific to the one (1) HPE Moonshot 1500 Chassis, which includes verification of: – Proper racking and cabling (power and network) – All hardware components in chassis have successfully completed power-on self-tests (POSTs) – Communication between HPE iLO Chassis Manager and chassis components – HPE iLO Chassis Manager, cartridges, and network switches configuration to the Customer's specifications as documented in the predelivery checklist and agreed during the Service planning process HPE will provide the following operating system activities (if applicable): – Power the compute cartridges on – Verify the OS boot process using HPE standard verification procedures – Validate network connectivity using HPE standard verification procedures
Orientation and knowledge-transfer session	Upon completion of the HPE Installation and Startup Service for HPE Moonshot System infrastructure, and on the same day, the installation is provided, the HPE service specialist will conduct an orientation session not to exceed 30 minutes on product usage and special features and will be available to answer questions as appropriate. The Customer is responsible for ensuring attendance at this session and for handling any logistics necessary to enable HPE to provide the orientation session.

Service eligibility

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

- Have a new HPE Moonshot 1500 Chassis, a supported version of Microsoft or Linux® operating system and valid licenses
- Have completed a remote site preparation review prior to installation to verify that all requirements have been met in accordance to the HPE Moonshot System Site Planning Guide document. HPE can perform an on-site environmental site review for an additional fee
- Have provided documented network settings (host name, IP address, subnet, and gateway) as part of the service planning process before arrival of the HPE service delivery specialist
- Have all network cabling and connectors installed and functional before HPE delivery of on-site services
- Have a functional PXE boot environment with server provisioning capabilities to load an OS image (for example, HPE Insight CMU)

Service limitations

All services will be delivered during local HPE standard business days and hours, excluding HPE holidays.

Services are limited to the installation of the maximum number of HPE ProLiant server cartridges for HPE Moonshot System and associated networking switches that can fit into one (1) HPE Moonshot 1500 Chassis at one Customer location.

Only HPE supported OS (Windows Server, Red Hat® Enterprise Linux, and SLES Linux) will be deployed. Excluded from this service are activities such as, but not limited to, the following:

- Service deployment on hardware not covered by an HPE warranty or HPE support agreement
- Service deployment on hardware covered by a third-party maintenance contract
- Installation and configuration of hypervisors (VMware®, Hyper-V, and XenServer) or client operating systems (Windows 7, 8.1, or 10); Customers may purchase these services separately
- OS provisioning with a third-party or customized software tool; Customers requiring such service may purchase additional technical consulting services, which will be delivered under a custom SOW during a separate engagement
- Advanced network configuration and customization, such as stacking multiple HPE Moonshot 1500 Network Switches, and configuration of virtual local area networks (VLANs) or Link Aggregation (LAG) groups
- Planning, design, implementation, or assessment of the Customer's overall SAN or fabric architecture
- Services that, in the opinion of HPE, are required due to unauthorized attempts by third-party personnel to install, repair, maintain, or modify hardware, firmware, or software
- Site inspection activities such as a comprehensive analysis of the Customer facility's power, cooling, and humidity, airborne contaminant, and vibration levels, and determination of whether the data center's raised floor has sufficient structural capability to accommodate the weight of newly installed equipment
- Environmental compliance or site preparation
- External cabling
- Application integration or integration of third-party products or peripherals not included with the system
- Assembly of external storage devices
- Assembly of racks or other computer room site preparation
- Software training, troubleshooting, repair, tuning, or customization
- Any services not clearly specified in this document

Customer responsibilities

The Customer will:

- Contact an HPE service specialist within 90 days of the date of purchase to schedule the service delivery
- Designate a 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 to deliver this service are available and that software products are properly licensed; and otherwise be available to assist HPE in facilitating the service delivery
- Ensure that all service prerequisites as identified under Service eligibility are met
- Make sure all site preparation, power supply compatibility requirements, network cabling and configuration, and other specified service prerequisites — as listed in the Service eligibility section or as otherwise communicated to Customer — have been met
- Ensure that HPE approved rack and rackmount kits to which the device will be attached have been prepared for device installation and can support a fully populated HPE Moonshot 1500 Chassis
- Uncrate products and place the boxes in the immediate location where the installation service will take place
- Adhere to licensing terms and conditions regarding the use of any HPE service tools used to facilitate the service delivery, if applicable
- Allow HPE full and unrestricted access to all locations where the service is to be performed
- Provide a suitable work area for service delivery, including access to an outside telephone line, power, and any network connections required
- Be responsible for all data backup and restore operations
- Ensure that all hardware that the HPE service delivery specialist will need to perform this service is available in the device installation location

General provisions and other exclusions

- 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.
- 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 reserves the right to re-price this service if the Customer does not schedule and support subsequent delivery within 90 days of purchase.
- HPE's ability to deliver this service depends on 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.
- To the extent HPE process personal data on the Customer's behalf in the course of providing services, the HPE Data Privacy and Security Agreement Schedule — HPE Support and Professional Services found at hpe.com/us/en/legal/customer-privacy.html shall apply.
- Travel charges may apply; consult your local HPE office.

Supplemental terms

The following supplemental terms apply to these services and take precedence in case 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 services not scheduled and delivered within 180 days. Backorders or shipment delays may affect the delivery timeline. Orders for services will expire 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 HPE Moonshot Installation and Startup Service can be ordered using the following service part numbers:

– Flex SKU: HA114A1#56S

– Fixed SKU: U1V75E

Learn more at

HPE.com/services/lifecycleservices

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