



# HPE Superdome X Operating System Deployment Service

## Support Services

The HPE Superdome X Operating System Deployment Service provides the service components necessary to configure the HPE Integrity Superdome X Server to boot the operating system from external storage and be available on your network. Delivered at your site after physical installation of the server, the HPE Superdome X Operating System Deployment Service provides for configuration of the Superdome X hardware partitions, configuration of the supported internal Ethernet switches to access your network, configuration of the Storage Area Network (SAN) switches to enable booting from an existing SAN, and installation of a supported operating system image that you provide (as more specifically detailed below).

### Service benefits

- Installation and startup by a Hewlett Packard Enterprise technical specialist
- Availability of a Hewlett Packard Enterprise 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 tests (IVT)
- Customer orientation session

## Table 1. Service features

Feature	Delivery specifications
<b>Service planning</b>	An HPE service specialist will plan all the necessary activities, including the identification of any prerequisites, and schedule the delivery of the service at a time mutually agreed upon by HPE and the Customer, 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.

<b>Service deployment</b>	<p>As part of the service deployment, HPE will perform the following activities:</p> <ul style="list-style-type: none"> <li>• Configuration of up to two (2) HPE Superdome X hardware partitions</li> <li>• Configure the partitions per Customer-specified requirements for processor and memory configuration and I/O placement</li> <li>• Ensure the advanced partition license is installed, if more than one partition is created</li> </ul> <p>Basic Ethernet connectivity to Customer network as defined below (if additional network configuration is required, purchase the HPE Enhanced Networking Service). Includes configuring two (2) supported Superdome X internal Ethernet switch modules with:</p> <ul style="list-style-type: none"> <li>• HPE IRF</li> <li>• Local user authentication for admin user</li> <li>• Two vLANs: one tagged and one untagged</li> <li>• NTP settings</li> <li>• SNMP settings</li> <li>• DNS settings</li> <li>• Uplinks configured as trunked passing vLANs</li> <li>• Downlinks configured as trunked or access ports</li> </ul> <p>Enable Superdome X system boot from SAN</p> <ul style="list-style-type: none"> <li>• Verifying appropriate firmware versions for the enclosure, servers, and controllers and update as required to enable boot from SAN</li> <li>• Configuring Host Bus Adapters and internal Fibre Channel switches for connectivity to external storage</li> <li>• Configuring UEFI for boot from SAN</li> <li>• Configuring operating system partition to boot from SAN—up to two (2) partitions with supported OS</li> <li>• Verifying the configured server partition(s) boot from SAN using HPE standardized installation and verification testing procedures</li> </ul> <p>Operating system installation (Windows®, Linux®, ESXi versions supported on Superdome X server)</p> <ul style="list-style-type: none"> <li>• Installation of a supported operating system—up to two (2) partitions</li> <li>• Installation of HPE drivers, as applicable</li> <li>• Configuration of the operating system to communicate to the customer network as defined in the basic Ethernet connectivity section above</li> </ul>
<b>Installation verification tests (IVT)</b>	Hewlett Packard Enterprise will run the appropriate installation verification tests required for this service.
<b>Customer orientation session</b>	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. This orientation session will be completed on the same day as the installation.

## Service eligibility

- Customers are eligible for the delivery of this service if they meet the following prerequisites:
- Physical installation of the server with power-on verification testing must be completed and verified by HPE prior to the delivery of this service
- Physical cabling for SAN and Ethernet network must be completed and verified
- Installed storage LUNs available for connection to server
- Ensure presented LUNs are of sufficient size to allow installation of operating system
- Ethernet network core switch configuration must be completed and verified for trunked uplinks prior to delivery of the service
- Provide supported operating system image at time of installation (if applicable)

## Customer responsibilities

The Customer will:

- 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 or as otherwise communicated to the Customer, 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
- Provide the custom VMware® ESXi image to be installed by HPE, if applicable
- 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 needed IP addresses, or address ranges as requested
- Provide a SAN contact with knowledge of the installed SAN fabric as needed
- The Customer agrees to pay additional charges if the Customer requests that Hewlett Packard Enterprise install customer-installable firmware or software updates or patches. Any additional charges to the Customer will be on a time and materials basis

## General provisions/Other exclusions

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

Services are limited to configuration of up to two (2) HPE Superdome X hardware partitions at one customer location, subject to the additional limitations set forth above.

Only supported versions of Windows, Linux, and ESXi operating systems are eligible for these services.

All products must be properly licensed, with proof of licensing available upon request.

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.

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:

- Physical installation of the Superdome X server
- Environmental compliance or site preparation
- External cabling
- Planning, design, implementation, or assessment of the Customer's overall SAN or fabric architecture
- Planning, design, implementation, or assessment of the Customer's overall Ethernet network or architecture
- Installation of customer-installable firmware, software updates, or patches
- Installation and configuration of VMware vCenter or Virtual Machines
- Installation and configuration of SAP HANA application software
- Service deployment on hardware not covered by a Hewlett Packard Enterprise warranty or service maintenance contract

## Data sheet

- 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
- Service required due to causes external to the Hewlett Packard Enterprise maintained hardware or software
- Any services not clearly specified in this document

## Ordering information

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

- H5UP5A1
- H5UP5AE

## 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](http://www.hpe.com/services/support)

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