

HPE Complete Care Service COE Service for SAP HANA

HPE Contractual Support Services

Service overview

This data sheet addendum to the HPE Complete Care Service data sheet describes the HPE Complete Care Service (hereinafter referred to as “HPE CC Center of Excellence [COE] Service for SAP HANA® features, which are an optional extension of HPE Complete Care Service COE Service for SAP HANA”). Under HPE Complete Care Service, a mutually agreed-upon and executed Statement of Work (SOW) will detail the precise combination of products supported and reactive and proactive support features provided, including HPE CC COE Service for [SAP HANA](#) features based upon Customer requirements.

HPE CC COE Service for SAP HANA provides Customers a comprehensive support experience for HPE infrastructure for SAP HANA that includes access to the HPE’s SAP HANA Center of Excellence (COE), a periodic HPE Solution Lifecycle Planning Service, and the HPE Lifecycle Services Suite.

HPE Solution Level Reactive Support

HPE CC COE Service for SAP HANA provides enhanced call handling for eligible HPE Solutions for SAP HANA as identified in the service eligibility section of this data sheet. Under this feature, HPE CC COE Service for SAP HANA provides a Customer’s IT staff access to HPE’s SAP HANA COE who are HPE experts on HPE infrastructure hosting the SAP HANA database. The COE works with the Customer’s IT team to diagnosis and work to address the issue for all eligible components within the HPE infrastructure for SAP HANA. These services do not provide support for SAP® or other third-party products that may be comprised in these integrated solutions.

HPE Solution Lifecycle Planning Service

HPE CC COE Service for SAP HANA incorporates a remote HPE Solution Lifecycle Planning Service that will be delivered on a biannual basis. This service provides Customers with a proactive approach to planning the versioning of eligible HPE infrastructure for SAP HANA solutions, based on a Customer’s operational and business considerations. The plan is designed to address necessary infrastructure interoperability elements associated with updates and upgrades and includes recommendations for specific Lifecycle Services and their recommended cadence. This Solution Lifecycle Plan is incorporated into the Account Support Plan, which is provided under the HPE Complete Care Service SOW and enables a Customer’s Account Support Manager (ASM) to assist in planning and coordinating Lifecycle Services.

HPE Lifecycle Services Suite

The HPE CC COE Service for SAP HANA includes the HPE Lifecycle Services Suite for SAP HANA. This suite of pretested Lifecycle Services includes the services necessary to update a Customer’s HPE solution for SAP HANA. This suite is conveniently packaged for consumption at planned intervals as release updates to the Lifecycle Services become available. The HPE Lifecycle Services Suite simplifies the challenges associated with versioning Customer’s HPE Solutions for SAP HANA by allowing Customers to request service delivery of a Lifecycle Service without additional payment with SKUs or Service Credits.

The following Lifecycle Services are included in the HPE Lifecycle Services Suite for SAP HANA:

- HPE CSUR Update Service for SAP HANA
- HPE OS Security Update Service for SAP HANA
- HPE OS Upgrade Service for SAP HANA
- HPE OS Re-Installation Service for SAP HANA
- HPE Serviceguard Update Service for SAP HANA
- HPE Bare Metal Recovery Service for SAP HANA

For details on each of the included Lifecycle Services, refer to the specific data sheet associated with each service.

Service benefits

- Greater ability for Customer’s IT resources to stay focused on their core tasks and priorities
- Helps reduce planned and unplanned downtime on covered HPE hardware or software
- Problem diagnosis and support through trained HPE experts on HPE infrastructure for SAP HANA
- Help optimize Customer’s SAP HANA solution
- Provides recommendations and services designed to help keep a Customer’s SAP HANA solution at a supported version and to help minimize interoperability issues
- Helps minimize the impact to a Customer’s business users based on SAP HANA changes affecting a Customer’s HPE infrastructure for SAP HANA
- Simple end-to-end lifecycle management

Service feature highlights

- HPE Solution-Level Reactive Support
- HPE Solution Lifecycle Planning Service
- HPE Lifecycle Services Suite

Table 1. Service features

Feature	Delivery specifications
HPE Solution-level reactive support	<p>This service feature provides direct access to HPE’s SAP HANA COE who are HPE experts on HPE infrastructure optimized for SAP HANA when issues arise on covered HPE software or hardware products.</p> <p>Customers can access the COE via telephone, or via electronic communication, for assistance in resolving HPE eligible infrastructure hardware or software incidents.</p> <p>Once a service call has been placed, Customers will receive remote assistance in troubleshooting problems on covered HPE Solutions for SAP HANA. For hardware-related incidents that cannot be resolved remotely, an on-site service request is scheduled on a Customer’s behalf based upon a Customer’s underlying HPE hardware support coverage level.</p> <p>When a problem is encountered, and the Customer is able to determine the affected component (HPE infrastructure or SAP HANA) Customers can contact either HPE’s SAP HANA COE or SAP directly. If a Customer is unsure of the affected component, HPE recommends that Customers contact HPE for initial fault isolation and analysis. If the cause of the incident is with a covered HPE component, HPE will provide the necessary technical hardware or software support. If HPE is unable to determine the cause of the issue on the covered products, HPE will work collaboratively with SAP to attempt to identify the product causing the issue and address in accordance with this data sheet.</p>

Table 1. Service features (continued)

Feature	Delivery specifications
HPE Solution-level reactive support (continued)	In a situation where the HPE fault analysis determines the incident to be related to the SAP HANA database or applications, HPE can initiate a collaborative engagement with SAP on a Customer's behalf if a Customer take the necessary steps to enable HPE to do so. In this scenario, HPE will keep the support case open in the HPE's support center indicating the transfer to SAP and monitor the status of a Customer's case with SAP until closure by SAP. Based on preference, Customers may contact SAP directly. SAP support is provided by SAP based upon a Customer's coverage window for SAP products as dictated by a Customer's support agreement with SAP.
HPE Solution Lifecycle Planning Service	<p>The HPE Solution Lifecycle Planning Service, included with HPE CC COE Service for SAP HANA, is a service that provides technical guidance on version planning for covered HPE infrastructure components included in the eligible HPE solution for SAP HANA through the development of a solution lifecycle plan. This planning activity is based on remote collaboration with a Customer's IT staff to understand operational and business requirements that affect a Customer's HPE environment for SAP HANA. Version planning takes dependencies across SAP HANA database versions, driver and firmware releases, and Linux® OS versions into consideration along with a Customer's specific operational and business requirements. This periodic service, delivered biannually, will provide Customers a customized lifecycle management plan specific to the covered HPE infrastructure for SAP HANA based upon the information provided by a Customer's IT staff. The Solution Lifecycle Plan will be delivered in Adobe PDF format.</p> <p>The Solution Lifecycle Plan will provide HPE recommendations around cadence, timing, priority, and sequence of HPE infrastructure updates, taking into consideration the following elements:</p> <ul style="list-style-type: none"> – Business and operational objectives dependent on the HPE infrastructure for SAP HANA – HPE hardware firmware/driver versions – Linux Operating System versions including SUSE Linux Enterprise Server for SAP and Red Hat® Enterprise Linux for SAP Solutions, as applicable – SAP HANA published database minimum version recommendations as it pertains to infrastructure versions and compatibility – If applicable, HPE Serviceguard Extension for SAP version recommendations
HPE Lifecycle Services Suite	Tested HPE Lifecycle Services for SAP HANA will be delivered remotely based on Customer requests to HPE's SAP HANA COE from their assigned Account Support Manager (ASM). These included Lifecycle Services are offered at planned release intervals as release updates to Lifecycle Services become available. For specific Lifecycle Service deliverables and conditions, consult the respective service data sheet.

Coverage

Customer must have an active HPE support agreement for the hardware and software that make up the eligible HPE integrated solutions to be eligible for coverage under this HPE CC COE Service for SAP HANA. Customers must also have an active support agreement with SAP for all SAP products in the HPE integrated solution as set forth under Customer responsibilities. HPE is not liable for the performance or non-performance of third-party vendors, their products, or their support services.

Notwithstanding the mutually agreed HPE Complete Care Service SOW or a Customer's applicable HPE support agreement, upon a Customer's purchase of this HPE CC COE Service for SAP HANA, any on-site response or call-to-repair commitments for critical incidents for the covered hardware will start when HPE's SAP HANA COE has made the determination that the cause is attributable to the covered HPE hardware. For call-to-repair coverage, the time ends with HPE's determination that the hardware is repaired, or when the service request is closed with the explanation that HPE has determined that no on-site intervention is required. The call-to-repair time commitment is subject to Customers providing immediate and unrestricted access to the hardware and does not apply when system access, including physical, remote troubleshooting, and hardware diagnostic assessments, is delayed or denied. If Customers request scheduled service, the call-to-repair time period begins at the agreed-upon scheduled time. Please refer to the HPE Complete Care Service SOW or applicable support agreement for more details regarding the features of a Customer's underlying hardware and software support coverage.

Customer's installation of any additional software, hardware, tools, or application servers on the HPE infrastructure hosting the SAP HANA database is not covered by this service. Hardware additions that comply with HPE approved capacity expansion guidelines as referenced in the associated HPE QuickSpecs are eligible for coverage under this service. Excluded tools and extensions include, but are not limited to anti-virus tools, monitoring tools, backup and recovery tools, and OS extensions not included with the deployed configuration.

In the event of a support issue, Customers may be required to remove any ineligible hardware, software, or tools for fault isolation. Additional fault isolation may determine that re-installation of the software or tools are not compatible for further use.

In cases where SAP collaborative support is utilized, support is provided directly from SAP based upon a Customer's coverage window for SAP products as dictated by a Customer's support agreement with SAP.

Customer responsibilities

HPE Solution-level reactive support

HPE collaboration with SAP service feature requires Customers to have an active support agreement with SAP and to take the steps necessary with SAP to enable HPE to initiate calls on a Customer's behalf. Customers must also provide HPE with all appropriate information in order to do so and Customers remain responsible for performance of obligations under such agreements, including payment of all applicable fees, including any fees that may apply as a result of logging calls. Otherwise, HPE will not be able to transfer such calls and assumes no responsibility for failure to do so and Customers are fully responsible for placing a service call directly with SAP.

Eligibility for this service is contingent upon a Customer's proper and periodic maintenance of HPE firmware and software versions, operating system versions, operating system patches and SAP HANA database versions to keep them at HPE supported version levels. As noted above, Customers are responsible for removing any ineligible unapproved hardware, software, or tools as advised by HPE to allow HPE to perform lifecycle delivery and support.

HPE Solution Lifecycle Planning Service

In order for HPE to perform the biannual HPE Solution Lifecycle Planning Service, HPE will provide data collection instructions and tools, and require Customers to provide identified information including software and firmware versions on HPE infrastructure covered under this agreement. Customers must allow HPE to install and run HPE provided/HPE owned tools ("Proprietary Service Tools") on the covered hardware and software in order for HPE to perform the Lifecycle Planning Service. In addition to collecting system information, HPE requires a Customer's involvement to furnish details on operational and business requirements including technical refresh schedules.

HPE Lifecycle Services

The Customer will request Lifecycle Services delivery by opening a support case with HPE's SAP HANA COE team or by request to the HPE Account Support Manager (ASM), if applicable. The Customer is also responsible for assigning a designated person to participate in the service delivery planning meeting and follow-on service activity.

Service limitations

This HPE CC COE Service for SAP HANA must be purchased for each eligible HPE Solution for SAP HANA in a Customer's environment that requires support and planning coverage. Please [refer to the supported systems](#) section for a list of eligible products for coverage under this service.

This support service does not include assistance with troubleshooting incidents related to virtualized SAP HANA environments. Documents and reviews are delivered in English.

For delivery of these services, HPE may use resources outside the country of purchase, unless otherwise specified as part of a service feature description.

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.

Excluded from this service are activities such as, but not limited to the following areas:

- Advisory services for SAP HANA migration, database backup and recovery strategies
- Backup and recovery considerations and best practices
- Solution design
- Security considerations
- System administration

Service eligibility

These Lifecycle Services are not available on standalone HPE Solution Building Blocks (with the exception of those listed in the supported systems section below) for SAP HANA. The Lifecycle Services listed above are not available for delivery during the HPE shutdown in the last 2 weeks of December.

Given the complexity of these upgrades/updates, these upgrades/updates are not considered Customer installable by HPE. HPE recommends installation are performed by HPE trained specialists under HPE's Lifecycle Services offering. Any upgrades performed by Customer are at Customer's risk and any assistance associated with the upgrade process or issues resulting from an upgrade is subject to HPE's time and materials rates.

Eligibility for this service requires the HPE Factory Express Deployment Service for SAP HANA and the HPE Rapid Deployment Service for SAP HANA, which are purchased separately from this service.

Supported systems

HPE Solutions for SAP HANA

Eligible HPE Solutions for SAP HANA with active support contracts are eligible for the HPE CC COE Service for SAP HANA with the following guidelines:

- Each HPE Solution for SAP HANA must include HPE Linux Subscriptions (either SUSE Linux Enterprise Server for SAP or Red Hat Enterprise Linux for SAP Solutions).
- Order HPE Serviceguard Quorum and SAP HANA Cockpit servers separately or use existing servers.
- This support service does not include troubleshooting incidents related to virtualized SAP HANA environments.
- Specific configuration requirements are identified for each eligible configuration within the appropriate supported products list section by Intel® generation:
 - HPE Solutions for SAP HANA based on the Intel® Xeon® (Ice Lake) architecture
 - HPE Solutions for SAP HANA based on the Intel Xeon (Cooper Lake) architecture
 - HPE Solutions for SAP HANA based on the Intel Xeon (Cascade Lake) architecture

HPE Solutions for SAP HANA based on the Intel Xeon (Ice Lake) architecture

– R8D88A—HPE DL360 Gen10+ SAP HANA Scale-up Tracking

- Please contact your local sales representative for specific eligibility and ordering guidance.

– R8D87A—HPE DL380 Gen10+ SAP HANA Scale-up Tracking with the specified configuration requirements as follows:

- Platinum or Gold Processor. See [Table 2](#) for specific processors. Gold Processors may be ordered based on sizing data.
- Memory. Choice of DRAM only or DRAM and Persistent Memory. Must match Table 3 or 4.
- Primary Storage and optional Dual-Purpose Storage must match Table 5 or 6 for sizes up to 8 TB. For 10 TB and 12 TB configurations, please contact your local sales representative for specific eligibility and ordering guidance.
- If SAN based backup is required, quantity 1 of P9D94A—HPE StoreFabric SN1100Q 16Gb Dual Port Fibre Channel HBA or R2E09A HPE SN1610Q 21Gb 2p FC HBA must be included.

Table 2. Processors

Processor description	Product number
INT Xeon-G 6330 CPU for HPE	P36927-B21
INT Xeon-G 6338 CPU for HPE	P36928-B21
INT Xeon-G 6346 CPU for HPE	P36934-B21
INT Xeon-G 6348 CPU for HPE	P36937-B21
INT Xeon-G 6354 CPU for HPE	P36935-B21
INT Xeon-P 8358 CPU for HPE	P36938-B21
INT Xeon-P 8368 CPU for HPE	P36940-B21
INT Xeon-P 8380 CPU for HPE	P36941-B21

Table 3. Memory—DRAM only

Sockets	Memory (GB)	Option 1	Option 2
2	128	16 x 8 GB	—
2	256	32 x 8 GB	16 x 16 GB
2	512	32 x 16 GB	16 x 32 GB
2	768	16 x 16 GB + 16 x 32 GB	—
2	1024	32 x 32 GB	16 x 64 GB
2	1536	16 x 32 GB + 16 x 64 GB	—
2	2048	32 x 64 GB	16 x 128 GB
2	4096	32 x 128 GB	16 x 256 GB
2	8192	32 x 256 GB	—

Table 4. Memory—DRAM and Persistent Memory

Sockets	Memory (GB)	DRAM	Persistent Memory
2	3072	16 x 64 GB	16 x 64 GB
2	4096	16 x 128 GB	16 x 128 GB
2	5120	16 x 64 GB	16 x 64 GB
2	6144	16 x 256 GB	16 x 256 GB
2	6144	16 x 128 GB	16 x 128 GB
2	8192	16 x 256 GB	16 x 256 GB

Table 5. Storage sizing—DRAM only

Sockets	Memory (GB)	Primary Storage	Dual Purpose Storage
2	128	3 x 3.2 TB SSD	3 x 3.2 TB SSD
2	256	3 x 3.2 TB SSD	3 x 3.2 TB SSD
2	512	3 x 3.2 TB SSD	3 x 3.2 TB SSD
2	768	3 x 3.2 TB SSD	3 x 3.2 TB SSD
2	1024	4 x 3.2 TB SSD	4 x 3.2 TB SSD
2	1536	4 x 3.2 TB SSD	4 x 3.2 TB SSD
2	2048	5 x 3.2 TB SSD	5 x 3.2 TB SSD
2	4096	8 x 3.2 TB SSD	8 x 3.2 TB SSD
2	8192	7 x 6.4 TB SSD	7 x 6.4 TB SSD

Table 6. Storage sizing—DRAM and Persistent Memory

Sockets	Memory (GB)	Primary Storage	Dual Purpose Storage
2	3072	6 x 3.2 TB SSD	6 x 3.2 TB SSD
2	4096	8 x 3.2 TB SSD	8 x 3.2 TB SSD
2	5120	5 x 6.4 TB SSD	5 x 6.4 TB SSD
2	6144	6 x 6.4 TB SSD	6 x 6.4 TB SSD
2	8192	7 x 6.4 TB SSD	7 x 6.4 TB SSD

HPE Solutions for SAP HANA based on the Intel Xeon (Cooper Lake) architecture

– **R4Y17A—HPE Superdome Flex 280 for SAP HANA Scale-up Tracking** with the specified configuration requirements as follows:

- Platinum or Gold Processor. Gold Processors may be ordered based on sizing data.
- Primary Storage and optional Dual-Purpose Storage must match the Tables 7 and 8.
- If SAN based backup is required, quantity 1 or 2 of P9D94A (HPE StoreFabric SN1100Q 16Gb Dual Port Fibre Channel Host Bus Adapter) must be included.

Table 7. Storage configurations—DRAM only

Sockets	Memory (GB)	Primary Storage	Dual Purpose Storage (3.2 TB SSD)	Dual Purpose Storage (6.4 TB SSD)	Dual Purpose Storage (HDD)
2	768	3 x 6.4 TB SSD	3 x 3.2 TB SSD	3 x 6.4 TB SSD	4 x 2.4 TB HDD
2	1536	3 x 6.4 TB SSD	4 x 3.2 TB SSD	3 x 6.4 TB SSD	8 x 2.4 TB HDD
4	1536	3 x 6.4 TB SSD	4 x 3.2 TB SSD	3 x 6.4 TB SSD	8 x 2.4 TB HDD
2	2304	3 x 6.4 TB SSD	5 x 3.2 TB SSD	3 x 6.4 TB SSD	8 x 2.4 TB HDD
6	2304	3 x 6.4 TB SSD (Base) + 3 x 6.4 TB SSD (Expansion)	5 x 3.2 TB SSD	3 x 6.4 TB SSD	8 x 2.4 TB HDD
2	3072	4 x 6.4 TB SSD	6 x 3.2 TB SSD	4 x 6.4 TB SSD	8 x 2.4 TB HDD
4	3072	4 x 6.4 TB SSD	6 x 3.2 TB SSD	4 x 6.4 TB SSD	8 x 2.4 TB HDD
4	3072	4 x 6.4 TB SSD	6 x 3.2 TB SSD	4 x 6.4 TB SSD	8 x 2.4 TB HDD
8	3072	3 x 6.4 TB SSD (Base) + 3 x 6.4 TB SSD (Expansion)	6 x 3.2 TB SSD	4 x 6.4 TB SSD	8 x 2.4 TB HDD

Table 7. Storage configurations—DRAM only (continued)

Sockets	Memory (GB)	Primary Storage	Dual Purpose Storage (3.2 TB SSD)	Dual Purpose Storage (6.4 TB SSD)	Dual Purpose Storage (HDD)
4	4608	5 x 6.4 TB SSD	9 x 3.2 TB SSD	5 x 6.4 TB SSD	14 x 2.4 TB HDD
6	4608	3 x 6.4 TB SSD (Base) + 3 x 6.4 TB SSD (Expansion)	9 x 3.2 TB SSD	5 x 6.4 TB SSD	14 x 2.4 TB HDD
4	6144	6 x 6.4 TB SSD	12 x 3.2 TB SSD	6 x 6.4 TB SSD	14 x 2.4 TB HDD
4	4608	5 x 6.4 TB SSD	9 x 3.2 TB SSD	5 x 6.4 TB SSD	14 x 2.4 TB HDD
8	6144	4 x 6.4 TB SSD (Base) + 4 x 6.4 TB SSD (Expansion)	12 x 3.2 TB SSD	6 x 6.4 TB SSD	14 x 2.4 TB HDD
8	6144	4 x 6.4 TB SSD (Base) + 4 x 6.4 TB SSD (Expansion)	12 x 3.2 TB SSD	6 x 6.4 TB SSD	14 x 2.4 TB HDD
6	6912	4 x 6.4 TB SSD (Base) + 4 x 6.4 TB SSD (Expansion)	12 x 3.2 TB SSD	6 x 6.4 TB SSD	14 x 2.4 TB HDD
6	9216	5 x 6.4 TB SSD (Base) + 5 x 6.4 TB SSD (Expansion)	16 x 3.2 TB SSD	8 x 6.4 TB SSD	21 x 2.4 TB HDD
8	9216	5 x 6.4 TB SSD (Base) + 5 x 6.4 TB SSD (Expansion)	16 x 3.2 TB SSD	8 x 6.4 TB SSD	21 x 2.4 TB HDD
8	12288	6 x 6.4 TB SSD (Base) + 6 x 6.4 TB SSD (Expansion)	21 x 3.2 TB SSD	12 x 6.4 TB SSD	25 x 2.4 TB HDD

Table 8. Storage configurations—DRAM and Persistent Memory

Sockets	Memory (GB)	Primary Storage	Dual Purpose Storage (3.2 TB SSD)	Dual Purpose Storage (6.4 TB SSD)	Dual Purpose Storage (HDD)
2	2304	4 x 6.4 TB SSD	6 x 3.2 TB SSD	4 x 6.4 TB SSD	8 x 2.4 TB HDD
2	3072	4 x 6.4 TB SSD	6 x 3.2 TB SSD	4 x 6.4 TB SSD	8 x 2.4 TB HDD
2	3840	4 x 6.4 TB SSD	6 x 3.2 TB SSD	4 x 6.4 TB SSD	8 x 2.4 TB HDD
2	4608	5 x 6.4 TB SSD	9 x 3.2 TB SSD	5 x 6.4 TB SSD	14 x 2.4 TB HDD
4	4608	5 x 6.4 TB SSD	9 x 3.2 TB SSD	5 x 6.4 TB SSD	14 x 2.4 TB HDD
4	6144	6 x 6.4 TB SSD	12 x 3.2 TB SSD	6 x 6.4 TB SSD	14 x 2.4 TB HDD
4	7680	7 x 6.4 TB SSD	16 x 3.2 TB SSD	8 x 6.4 TB SSD	21 x 2.4 TB HDD
4	9216	5 x 6.4 TB SSD (Base) + 5 x 6.4 TB SSD (Expansion)	16 x 3.2 TB SSD	8 x 6.4 TB SSD	14 x 2.4 TB HDD

HPE Solutions for SAP HANA based on the Intel Xeon (Cascade Lake) architecture

– **R1Q99A—HPE DL560 for SAP HANA Scale-up Tracking** with the specified configuration requirements as follows:

- Platinum or Gold Processor. Gold Processors may be ordered based on sizing data.
- Primary Storage and optional Dual-Purpose Storage must match the Tables 9 and 10.
- If SAN based backup is required, quantity 1 or 2 of P9D94A (HPE StoreFabric SN1100Q 16Gb Dual Port Fibre Channel Host Bus Adapter) must be included.

Table 9. Storage configurations—DRAM only

Sockets	Memory (GB)	Primary Storage	Dual Purpose Storage (SSD)	Dual Purpose Storage (HDD)
2	192	3 x 3.2 TB SSD	3 x 3.2 TB SSD	13 x 1.8 TB HDD
2	384	3 x 3.2 TB SSD	3 x 3.2 TB SSD	13 x 1.8 TB HDD
2	576	3 x 3.2 TB SSD	3 x 3.2 TB SSD	13 x 1.8 TB HDD
2	768	3 x 3.2 TB SSD	3 x 3.2 TB SSD	13 x 1.8 TB HDD
2	1152	4 x 3.2 TB SSD	4 x 3.2 TB SSD	13 x 1.8 TB HDD
2	1536	4 x 3.2 TB SSD	4 x 3.2 TB SSD	13 x 1.8 TB HDD
2	2304	5 x 3.2 TB SSD	5 x 3.2 TB SSD	13 x 1.8 TB HDD
2	3072	6 x 3.2 TB SSD	6 x 3.2 TB SSD	13 x 1.8 TB HDD
4	192	3 x 3.2 TB SSD	3 x 3.2 TB SSD	25 x 1.8 TB HDD
4	384	3 x 3.2 TB SSD	3 x 3.2 TB SSD	25 x 1.8 TB HDD
4	768	3 x 3.2 TB SSD	3 x 3.2 TB SSD	25 x 1.8 TB HDD
4	1152	4 x 3.2 TB SSD	4 x 3.2 TB SSD	25 x 1.8 TB HDD
4	1536	4 x 3.2 TB SSD	4 x 3.2 TB SSD	25 x 1.8 TB HDD
4	2304	5 x 3.2 TB SSD	5 x 3.2 TB SSD	25 x 1.8 TB HDD
4	3072	6 x 3.2 TB SSD	6 x 3.2 TB SSD	25 x 1.8 TB HDD
4	4608	9 x 3.2 TB SSD	9 x 3.2 TB SSD	25 x 1.8 TB HDD
4	6144	12 x 3.2 TB SSD	12 x 3.2 TB SSD	25 x 1.8 TB HDD

Table 10. Storage configurations—DRAM and Persistent Memory

Sockets	Memory (GB)	Primary Storage	Dual Purpose Storage (SSD)	Dual Purpose Storage (HDD)
2	1920	5 x 3.2 TB SSD	5 x 3.2 TB SSD	13 x 1.8 TB HDD
2	2304	5 x 3.2 TB SSD	5 x 3.2 TB SSD	13 x 1.8 TB HDD
2	3072	6 x 3.2 TB SSD	6 x 3.2 TB SSD	13 x 1.8 TB HDD
2	3840	8 x 3.2 TB SSD	8 x 3.2 TB SSD	13 x 1.8 TB HDD
2	4608	9 x 3.2 TB SSD	9 x 3.2 TB SSD	13 x 1.8 TB HDD
2	7680	14 x 3.2 TB SSD	14 x 3.2 TB SSD	13 x 1.8 TB HDD
4	3840	8 x 3.2 TB SSD	8 x 3.2 TB SSD	25 x 1.8 TB HDD
4	4608	9 x 3.2 TB SSD	9 x 3.2 TB SSD	25 x 1.8 TB HDD
4	6144	12 x 3.2 TB SSD	12 x 3.2 TB SSD	25 x 1.8 TB HDD
4	7680	14 x 3.2 TB SSD	14 x 3.2 TB SSD	25 x 1.8 TB HDD
4	9216	16 x 3.2 TB SSD	16 x 3.2 TB SSD	25 x 1.8 TB HDD
4	15360	24 x 3.2 TB SSD	24 x 3.2 TB SSD	25 x 1.8 TB HDD
4	15360	14 x 6.4 TB SSD	14 x 6.4 TB SSD	25 x 1.8 TB HDD

- **R1Q33A — HPE Superdome Flex for SAP HANA Scale-up D3710 Tracking** with the specified configuration requirements as follows:
 - Platinum or Gold Processor. Gold Processors may be ordered based on sizing data.
 - Primary Storage and optional Dual-Purpose Storage must match the Tables 11 and 12.
 - If SAN based backup is required, quantity 1 or 2 of P9D94A (HPE StoreFabric SN1100Q 16Gb Dual Port Fibre Channel Host Bus Adapter) must be included.

Table 11. Storage configuration (DRAM)

Sockets	Memory (GB)	Primary Storage w/o Spare	Primary Storage with Spare	Dual Purpose Storage
4	1.5	6 x 3.2 TB SSD	7 x 3.2 TB SSD	8 x 2.4 TB HDD
4	3	6 x 3.2 TB SSD	7 x 3.2 TB SSD	8 x 2.4 TB HDD
4	4.5	12 x 3.2 TB SSD	13 x 3.2 TB SSD	14 x 2.4 TB HDD
4	6	12 x 3.2 TB SSD	13 x 3.2 TB SSD	14 x 2.4 TB HDD
8	3	12 x 3.2 TB SSD	13 x 3.2 TB SSD	14 x 2.4 TB HDD
8	6	12 x 3.2 TB SSD	13 x 3.2 TB SSD	14 x 2.4 TB HDD
8	9	16 x 3.2 TB SSD	17 x 3.2 TB SSD	21 x 2.4 TB HDD
8	12	21 x 3.2 TB SSD	22 x 3.2 TB SSD	25 x 2.4 TB HDD
12	4.5	16 x 3.2 TB SSD	17 x 3.2 TB SSD	21 x 2.4 TB HDD
12	9	16 x 3.2 TB SSD	17 x 3.2 TB SSD	21 x 2.4 TB HDD

Table 12. Storage configuration (DRAM and Persistent Memory)

Sockets	Memory (GB)	Primary Storage w/o Spare	Primary Storage with Spare	Dual Purpose Storage
4	4.5	12 x 3.2 TB SSD	13 x 3.2 TB SSD	14 x 2.4 TB HDD
4	6	12 x 3.2 TB SSD	13 x 3.2 TB SSD	14 x 2.4 TB HDD
4	7.5	16 x 3.2 TB SSD	17 x 3.2 TB SSD	21 x 2.4 TB HDD
4	9	16 x 3.2 TB SSD	17 x 3.2 TB SSD	21 x 2.4 TB HDD
8	9	16 x 3.2 TB SSD	17 x 3.2 TB SSD	21 x 2.4 TB HDD
8	12	21 x 3.2 TB SSD	22 x 3.2 TB SD	25 x 2.4 TB HDD

- **R4Y25A—HPE Superdome Flex for SAP HANA Scale-up Tracking** with either HPE Primera or HPE Alletra Storage with the specified configuration requirements as follows:
 - Platinum or Gold Processor. Gold Processors may be ordered based on sizing data.
 - If SAN based backup is required, quantity 1 or 2 of P9D94A (HPE StoreFabric SN1100Q 16Gb Dual Port Fibre Channel Host Bus Adapter) must be included.
 - The following components are optional and may be ordered based on operational requirements:
 - SAN switches →CMS servers →Top of rack HPE Aruba Networking switches
- **R4Y31A—HPE Superdome Flex for SAP HANA Scale-out Tracking** with either HPE Primera or HPE Alletra Storage with the specified configuration requirements as follows:
 - Platinum or Gold Processor. Gold Processors may be ordered based on sizing data.
 - If SAN based backup is required, P9D94A (HPE StoreFabric SN1100Q 16Gb Dual Port Fibre Channel Host Bus Adapter) must be included.

- **R1Q25A—HPE Superdome Flex for SAP HANA Scale-up 3PAR Tracking** with the specified configuration requirements as follows:
 - Platinum or Gold Processor. Gold Processors may be ordered based on sizing data.
 - If SAN based backup is required, quantity 1 or 2 of P9D94A (HPE StoreFabric SN1100Q 16Gb Dual Port Fibre Channel Host Bus Adapter) must be included.
- **R1Q29A—HPE Superdome Flex for SAP HANA Scale-out 3PAR Tracking** with the specified configuration requirements as follows:
 - Platinum or Gold Processor. Gold Processors may be ordered based on sizing data.
 - If SAN based backup is required, P9D94A (HPE StoreFabric SN1100Q 16Gb Dual Port Fibre Channel Host Bus Adapter) must be included.

General provisions / other exclusions

Travel charges may apply in some geographic locations. Please contact your local Hewlett Packard Enterprise representative for details. Service deliverables are accepted upon delivery.

Ordering information

This service is available and orderable as part of the HPE Complete Care Service Statement of Work.

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