

HPE ConvergedSystem 700 Field Expansion Service

Converged Infrastructure IT Support Services

Service overview

The HPE ConvergedSystem 700 Field Expansion Service is designed to deliver the deployment and configuration steps needed to expand the capacity of your existing **HPE ConvergedSystem 700** Single-Rack or Multi-Rack system beyond its current capacity. This increased capacity can be in the form of installation of HPE compute (ProLiant Gen9, Gen10 and Synergy Gen9, Gen10), storage, or networking assets by your purchase of the applicable options as more fully described in the Service Feature table.

This service will include the installation of ordered HPE hardware, cabling, and HPE provided CORE solution software modifications from the following options subject to the limitations specified below:

- Add additional **ProLiant Blades**:
 - Add up to 4 blades
 - Add up to 8 blades
 - Add up to 16 blades
 - To add more than 16 blades, simply combine the necessary options above
- Add additional compute enclosures
- Add Synergy Frames and modules
 - Adding **Synergy** compute modules and/or Synergy Frames is supported in CS700 systems which originated as ProLiant only systems, hybrid systems which include both ProLiant and Synergy (previously expanded system) or in Synergy exclusive systems. HPE has provides existing deployment services for Synergy systems which can be blended with the CS700 expansion services. The installation of the first Synergy Frame and Modules in the first Synergy OneView management ring is provided by the “HPE Synergy First Frame Installation and Startup Service.” Adding additional frames requires the “HPE Synergy Additional Frame Installation and Startup Service,” quantity of one for each additional frame added to the initial Synergy Frame. Please refer to the **Synergy Installation and Startup Service data sheet** for additional details on the Synergy Installation and Startup Service.
- Add additional compute racks
- Additional storage shelves (with optional rack[s])
- Add Network and SAN switches to support enclosure five and a second HPE 3PAR array
- Additional HPE ConvergedSystem 700 2.0 Virtual Management kit (in support of RAs)

Your assigned **HPE service specialist** will verify that all aspects of the expansion are reviewed to help ensure that hardware and software/licensing requirements have been met—this is intended to help your service experience have minimal impact on your daily business operations. Enlisting HPE to perform your expansion will free up your valued IT resources to focus on other prioritized business-building tasks.

This service is designed for CS700 for Virtualization, VMware® KIT systems (K9T75A, Q8A79A, Q8A80A).

Other HPE services are available for CS700 for Virtualization, Foundation KIT (K9774A, Q8A77A, Q8A78A) and the CS700 for Virtualization, Microsoft® KIT (P9B68A).



Service benefits

HPE understands the importance of growing your existing **ConvergedSystem 700** to meet your dynamic business needs. Key benefits of this service are designed to provide the following:

- Personalized expansion assessment by a deployment specialist
- Deployment performed by a trained ConvergedSystem 700 installation and deployment 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
- Efficient installation, provided all service prerequisites are met prior to commencement of service
- New hardware assets which are fully integrated into your infrastructure management and business applications

Service feature highlights

HPE's ConvergedSystem 700 Field Expansion Service lets you focus your IT staff on other, more effective business tasks. This expansion service will provide:

- Service planning, including detailed pre-expansion assessment
- Customer orientation session to review the system configuration
- An HPE trained solution engineer to install all ordered hardware
- An HPE solution engineer to incorporate all added hardware elements into the CS700 solution
- HPE electronic remote support coverage
- Electronic remote monitoring and support with installation and configuration of HPE Support Automation software
- Installation verification tests (IVTs)



Specifications

Table 1. Service features

Feature	Delivery specifications
Customized expansion plan	<p>Your assigned HPE service specialist will coordinate with the Customer to remotely plan all the expansion activities:</p> <ol style="list-style-type: none"> 1. Identify and ensure that all prerequisites are met 2. Scheduling the delivery of the service at a time that HPE and the Customer mutually agree on <ul style="list-style-type: none"> • Service is to be scheduled during local HPE standard business days excluding HPE holidays, unless otherwise agreed by HPE. • Any services provided outside of HPE standard business hours may be subject to additional charges. <p>Service will include the installation of all ordered HPE ConvergedSystem 700 expansion hardware and the configuration of all HPE factory installed solution software to incorporate installed components, subject to the limitations below.</p>
Installation verification tests (IVTs)	HPE will run the appropriate installation verification tests required for this service.
Customer orientation session	Upon completion of the installation, the Hewlett Packard Enterprise service specialist will conduct an orientation session on basic product usage and special features and will be available to answer questions, as appropriate. This session will not exceed 2 hours, and the Customer is responsible for ensuring attendance during the session. Additional HPE service time is available for purchase.
Add ProLiant compute blades or Synergy compute modules	<p>HPE will install approved HPE compute blades or Synergy modules in either existing slots in the customer's existing compute enclosures/frames, or in combination with the addition of one or more compute racks and enclosures/frames. Three options exist</p> <ol style="list-style-type: none"> 1. Add up to 4 blades/modules 2. Add up to 8 blades/modules 3. Add up to 16 blades/modules
Add ProLiant compute enclosures	<p>HPE will install and configure your ordered compute enclosure(s) into existing racks or in combination with new expansion racks. HPE will install and configure one enclosure per service unit. It is expected that the add compute enclosure service will be accompanied by one of the add compute blades/modules services above.</p>
Add HPE Synergy Frames and modules	<p>HPE will install and configure your ordered Synergy Frame(s) and modules into existing racks or in combination with new expansion racks using Synergy deployment services.</p> <p>There are 2 options for Frame expansion. (1) "HPE Synergy First Frame Installation and Startup Service" (HA124A1#5ZM), including any ordered modules for the first frame in a Synergy OneView management ring. (2) For a 2nd or subsequent frame expansion(s), include "HPE Synergy Additional Frame Installation and Startup Service" (HA124A1#5ZQ), quantity one per additional expansion frame. All frames on the order must have installation services. Physical installation of individual compute modules into an installed Synergy Frame can either be performed by the customer or by HPE using the SKU HA113A1#5ZZ.</p> <p>Note: The "Add ProLiant compute blades or Synergy compute modules" above must always be included when adding blades or modules.</p>
Special handling of fifth enclosure	Networking and storage modifications may be required with the installation of the fifth compute enclosure. Specifically, a second HPE 3PAR may be purchased by Customer and will be installed as part of this service, when a 5th enclosure is added to maintain a recommended optimized compute-to-storage balance of the HPE ConvergedSystem 700. Additional SAN switches will also be installed and configured in support of the additional HPE 3PAR array, subject to a maximum of two additional SAN or networking switches.
Add racks	<p>HPE will install any new expansion racks to allow for the installation of additional compute enclosures and storage if a 5th enclosure is added.</p> <p>The number of service units required for purchase is dependent on the number of racks being ordered. HPE will install and configure one rack per service unit.</p>
Add storage	The Customer can purchase additional options to provide for installation of approved storage to an existing array, or to provide for installation of a second array if needed. If ordered, HPE engineers will then install and configure these expansion storage components. The HPE 3PAR Rebalance service may be required when components are added or removed from a HPE 3PAR array (the rebalance service is not included in this service and must be purchased separately—see the Ordering Information section on page 5).
Expansion integration	At the conclusion of the hardware components installation, an HPE engineer will update the configuration of all HPE installed software elements.



Service eligibility

Customers are eligible for the delivery of this service if they meet the following prerequisites, as well as any additional prerequisites that may be identified during the service planning process:

- All firmware and software must be at the latest recommended version. Please ensure that all of the requirements specified in the latest HPE Software Compatibility Matrix have been met. Information on the CS700 SW Compatibility Matrix can be located at hpe.com/info/cs700-docs.

Work required to apply software and or firmware updates to bring the existing ConvergedSystem 700 2.0 system up to HPE required versions is not included as part of this service. The Customer must install these updates or purchase additional service offers from HPE to perform the updates prior to the delivery of these services.

For more information on the SW/FW update services available for your CS700, please refer to psnow.ext.hpe.com/doc/4AA6-4401ENW.pdf.

- The current ConvergedSystem 700 system is operational and has not been modified from an approved configuration as defined by HPE.
- All environmental requirements (i.e., space, cooling, power, etc.) identified during expansion service planning session must be addressed prior to starting the expansion.

These requirements will be reaffirmed during the deployment pre-expansion assessment meeting with the HPE project manager.

Service limitations

Services are limited to the deployment and configuration of the additional blades, enclosures, racks and/or storage based upon options purchased and includes the configuration of factory installed software necessary to utilize the added expansion options, for a single HPE ConvergedSystem 700 system at a single location. Your current ConvergedSystem 700 system must be fully functional and operational before the expansion can take place, as determined by HPE.

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

- Operational testing of applications, or additional tests requested or/required by the Customer
- 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
- Resolution of hardware-related problems encountered during the verification testing process, unless covered by an active Hewlett Packard Enterprise warranty or an applicable HPE Hardware Support agreement
- Any services not clearly specified in this document are excluded from this service

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 as well as any other prerequisites identified by HPE during the planning process 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
- 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
- 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
- Perform a full system and data backup before work starts on the expansion
- Contact your HPE regional support office to add your new solution assets to your existing support contract

The Customer is responsible for the security of the Customer's proprietary and confidential information.

The Customer must purchase and provide all the hardware, network, and software products that will be installed for these services.

General provisions/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.

Services will be performed during local HPE standard business hours excluding HPE holidays, unless otherwise agreed by HPE. Any services provided outside of HPE standard business hours may be subject to additional charges.

Service deployment on hardware not covered by a Hewlett Packard Enterprise warranty or service maintenance contract.

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'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:

- Service deployment on hardware covered by a third-party maintenance contract
- 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

These services are auto-quoted when your order for expansion components is submitted:

HA124A1#55G—HPE CS700 Add up to 4 compute blades

HA124A1#55H—HPE CS700 Add up to 8 compute blades

HA124A1#5YZ—HPE CS700 Add up to 16 compute blades

- Add blade services include fully integrating the new compute assets into the solution management systems as well as the VMware environment.

HA124A1#5ZM—HPE Synergy First Frame Startup SVC

HA124A1#5ZQ—HPE Synergy Additional Frame Startup SVC

- HPE Synergy Frame installation services include the physical installation of ordered Synergy modules as well as the configuration of the OneView management ring.
- Inclusion of the appropriate "ADD BLADE" service shall be included in the order. Both service types are required to add Synergy modules.



Data sheet

HA124A1#5Z7—HPE CS700 Field Expansion—Add enclosure. This service should accompany one of the add blade options mentioned earlier. One service unit per added enclosure.

HA124A1#5Z8—HPE CS700 Field Expansion—Add Rack. One service unit required per rack being installed.

HA124A1#5Z6—HPE CS700 Field Expansion—Add Enclosure 5 + Second HPE 3PAR Array: includes the installation of the fifth enclosure.

HA124A1#5Z9—CS700 Field Expansion—Integrate Storage. New storage assets will be integrated into the virtualization solutions stack at the conclusion of the modifications to your HPE 3PAR Storage system(s).

HA124A1#5Z3—HPE CS700 Field Expansion—Add Storage Rack + Second HPE 3PAR Array.

The following HPE 3PAR services may be required depending on the scope of the storage expansion needed:

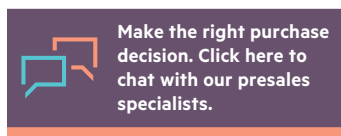
HA124A1#5WC—HPE 3PAR Rebalance Limited Service

HA124A1#5SV—HPE 3PAR Rebalance Custom Service

Please work with your HPE Service account lead to determine if one of these additional services is required.

For more information

For more information on Hewlett Packard Enterprise support services, contact any of our worldwide sales offices or visit the following website: hpe.com/services/support



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