

HPE ProLiant for Microsoft Azure Stack Hub Solution Update Bundle Startup Service

HPE Lifecycle Services from HPE Services

Service overview

Solution update bundles for HPE ProLiant for Microsoft Azure Stack Hub are released periodically by Hewlett Packard Enterprise to Customers who have active HPE support service coverage for their HPE ProLiant for Microsoft Azure Stack Hub. These update bundles may include firmware and driver updates for the Azure Stack nodes and the hardware lifecycle host (HLH) management node, HPE OneView updates, security fixes, new solution management tools, and supported third-party tools.

This service provides a choice of either remote or on-site deployment of one HPE solution update bundle for HPE ProLiant for Microsoft Azure Stack Hub.

Service benefits

- Complements your IT team with Advisory and Professional Services assistance from HPE Services
- Applies HPE deployment and integration best practices intended to help you simplify and reduce implementation time that can help mitigate costly installation and configuration errors
- Verifies if service prerequisites are met prior to deployment and integration

Service feature highlights

- Service planning
- Service deployment
- Verification testing



Table 1. Service features

Feature	Delivery specifications
Service planning	An HPE service specialist will remotely plan all the necessary activities, including identifying any prerequisites and the delivery schedule of the service at a time mutually agreed upon by HPE and the Customer.
Service deployment	Installation onto the HLH management node of the HPE solution update bundle will be provided by HPE either remotely or on-site (based upon option purchased by Customer) while performing the following tasks: <ol style="list-style-type: none"> 1. The download and unpacking of the bundle onto the HLH management node 2. The installation of any updates to the HLH management node as required by HPE 3. Staging of any firmware updates provided as part of the bundle onto the HLH management node for the compute nodes in HPE OneView Customer is then responsible for initiating and completing the solution update in Azure Stack admin portal as notified by the HPE specialist at the completion of this service.
Verification testing	HPE will run the appropriate verification testing required for this service.

Coverage

This service is available on regular HPE workdays (excluding weekend days and HPE holidays) during country-specific HPE standard business hours. Any services provided outside of the HPE standard business hours may be subject to additional charges.

Customer responsibilities

The Customer will:

- Be responsible for initiating and completing the update in admin portal as notified by the HPE specialist at the completion of this service
- Assign a designated person to participate in the service planning meeting and follow-on service activity
- Ensure that a designated person is assigned and who, on behalf of the Customer, will grant all approvals, provide information, and confirm that the hardware, firmware, and software needed to deliver this service are available. They will also make sure that software products are properly licensed and otherwise be available to assist HPE in facilitating the delivery of this service. The designated primary contact will be:
 - Responsible for all the Customer aspects of the assigned work efforts
 - Authorized to make all decisions relative to the project, including identification and assignment of Customer resources
 - Available and able to interface with the HPE assigned resources on any issues that may occur during service delivery
 - Able to coordinate all work efforts and meeting schedules
- Provide suitable VPN or other suitable connectivity as required for the delivery of remotely delivered services
- Deliver HPE with the necessary access to Customer building facilities and computer room facilities, as well as access credentials for logging into all servers, databases, and services for the service planning, as required
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required
- Allow HPE full and unrestricted network access to all locations where the service is to be performed on-site
- Ensure that all service prerequisites have been met
- Provide to HPE, on request, any information that HPE may reasonably request about the execution of the service
- Coordinate all required internal/third-party participation and cooperation
- Assign or make available experienced subject matter and technical experts, upon request or as needed
- Purchase or provide all hardware, software, licenses, staff, current maintenance contracts, and environments necessary for HPE to deliver the service
- Ensure that all information provided by the Customer is complete, accurate, and up to date
- Perform other reasonable activities to help HPE identify, implement, or resolve problems, as requested by HPE



Service limitations

The following activities, such as, but not limited to, are excluded from this service:

- Backup and recovery, support of the operating system, other software, and data
- 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
- The on-site service is delivered as a single event at one physical site and on a single HPE ProLiant for Microsoft Azure Stack Hub rack

Service eligibility

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

- Internet access must be provided to the management node of the HPE ProLiant for Microsoft Azure Stack Hub when this service is delivered remotely.
- Customer must have an active support agreement with HPE that includes provision of the solution update bundles for HPE ProLiant for Microsoft Azure Stack Hub.
- Customer must be properly licensed to use a currently supported revision of the software at the time the installation begins.

General provisions / other exclusions

- Any documentation provided as part of the service will be provided in Microsoft Office format.
- HPE resource time is dependent upon the Customer's compliance with required prerequisites and participation.
- Services will be performed during local HPE standard business hours and days, excluding HPE holidays.
- 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's ability to deliver the services is dependent upon Customer's full and timely cooperation with HPE, as well as the accuracy and completeness of 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 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 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

Supplemental terms

The following supplemental terms apply to these services and take precedence in the event 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 for services not scheduled and delivered within 180 days. Backorders or shipment delays may affect the delivery timeline. Orders for services will expire after 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

HA124A1#V0B—HPE Microsoft Azure Stack Hub On-site Solution Update Bundle Startup Service

HA124A1#V0C—HPE Microsoft Azure Stack Hub Remote Solution Update Bundle Startup Service

Learn more at

[HPE.com/services/support](https://hpe.com/services/support)

[HPE.com/services/lifecycle/services](https://hpe.com/services/lifecycle/services)

[HPE.com/us/en/solutions/cloud/azure-hybrid-cloud](https://hpe.com/us/en/solutions/cloud/azure-hybrid-cloud)

