

Installation and Startup of HPE Cray XD Systems

Lifecycle Services

Service overview

The installation and startup of HPE Cray XD systems assists Customers with the installation of their new eligible HPE Cray XD system, along with the installation of one eligible operating system (or verification of one factory-installed operating system) and the basic configuration of the operating system network parameters to establish network connectivity as more fully described in the following. It is designed to assist Customers in bringing their new HPE Cray XD system and operating system into operation in a timely and professional manner.

Service benefits

- Compliments IT team with globally available Advisory and Professional Services assistance from HPE Services
- Applies HPE deployment and integration best practices intended to help simplify and reduce implementation time that can help mitigate costly installation and configuration errors
- Provides valuable knowledge transfer that can help to take full advantage of HPE Cray XD systems product features

Service feature highlights

- Service planning
- Service deployment
- Installation verification tests (IVTs)
- Customer orientation session

Table 1. Service features

Feature	Delivery specifications
Service planning	An HPE service specialist will plan all the necessary activities, including the identification of any prerequisites (see Service eligibility section) and schedule the delivery of the service at a time mutually agreed upon by Hewlett Packard Enterprise and the Customer, which shall be 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	<p>HPE Cray XD hardware:</p> <ul style="list-style-type: none"> – Installation of the server—Unpacking the server and installing it according to the published product specifications (If the server is not factory racked, it will be inserted into the rack.) – Depending on the Customer’s order for the HPE Cray XD system, HPE will provide installation of eligible HPE hardware options purchased on the same order with the HPE Cray XD system into the system enclosure – Physical connection of the product to a LAN or WAN and AC power source, as appropriate, provided the Customer has taken the necessary steps to enable connectivity as outlined in the Customer responsibilities section – Firmware is updated to the latest supported version, if applicable – Consolidation of all packaging material near the point of installation and notification to the Customer that the materials are ready for removal <p>Software—Operating system:</p> <ul style="list-style-type: none"> – If an operating system was pre-installed at the factory, verification will be performed to ensure it boots up properly. – If no operating system is present, then one eligible and supported operating system will be installed (see Service eligibility section for more details). – Provide basic configuration of the operating system’s network parameters to allow it access to Customers’ network, provided that Customers’ network is properly configured and fully functional. Customers must also provide IP, gateway, and DNS information. Network patch cables must be available at the rack location.
IVTs	A service specialist will run the standard IVTs required for this service and specific to the product being installed.
Customer orientation session	Upon completion of the deployment activities, and on the same day the installation is provided, the service specialist will review how to place a support call to HPE and answer questions on basic product usage, which is not to exceed thirty minutes.

Service eligibility

In addition to any other prerequisites or eligibility requirements that apply as communicated by HPE, the Customer must meet the following prerequisites for the delivery of this service:

- Have a new eligible HPE Cray XD system and an eligible, supported version of the operating system and valid licenses.
 - HPE Cray XD systems eligible for installation under this service are HPE Cray XD 2000, HPE Cray XD 6500.
 - For the latest information on operating system support, [see the HPE Servers Support & Certification Matrices](#).
 - For systems with multiple servers per chassis, only one operating system image will be installed on one compute node within the chassis. Services are available separately from HPE for the installation of operating systems on additional nodes.
- Have all cabling and network connections installed and functional.

Service limitations

In addition to all other service limitations, services are limited to one eligible HPE Cray XD system at one Customer data center location. Services are available from HPE for the installation of operating systems on additional compute nodes. Contact HPE sales representative for more information.

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

- Operating system provisioning with a third-party or customized software tool
- Advanced network configuration and customization
- Planning, designing, implementation, or assessment of the Customer's overall SAN or fabric architecture
- Boot from SAN for on-site installation. For remote installation, the Customer must provide the network path and access credentials.
- Installation of third-party devices
- Installation of liquid cooling equipment, plumbing
- Assembly of racks or other computer room site preparation
- External cabling
- Application integration or integration of third-party products or peripherals not included with the system
- Assembly of external storage devices
- Software training, troubleshooting, repair, tuning, or customization

Customer responsibilities

The Customer will:

- 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 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 day-to-day issues throughout the project
 - Authorized to sign status reports and approve project changes
 - 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
- Provide HPE with the appropriate access to Customer facilities to complete the installation and startup service
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required
- Provide all necessary network and administration assistance to enable on-site and remote connectivity to the HPE product
- Advise HPE of any special security, health, and safety matters applicable to the Customer site where the service is to be provided
- Provide to HPE, on request, any information that HPE may reasonably request about the implementation 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

- 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
- Have reviewed, completed, and provided the predelivery checklist to the service specialist prior to delivery of this service
- Place the product in the immediate location where the installation service will take place and provide sufficient space to allow for unpacking of the products
- Make sure the HPE approved rack and rack-mount kits to which the HPE Cray XD system will be attached are available and sufficient rack space has been allocated
- The rack must be fully installed, and the required power must be available. For power supply specifications and calculators to determine electrical and heat loading for the server, [see the HPE Power Advisor](#)
- Ensure that all service prerequisites as identified during service planning or otherwise communicated, have been met prior to the delivery of this service. HPE can perform an on-site environmental site review for an additional fee
- Provide a supported operating system image and its corresponding valid license. For on-site installations only, provide the operating system installation files on an external media, either DVD or a supported USB flash drive
- Be responsible for all data backup and restore operations
- The Customer is responsible for the removal of all packing material
- During the delivery of these services, HPE may have to install copies of third-party or HPE software and may have to accept license terms accompanying such software (shrink-wrap terms) on the Customer's behalf. The shrink-wrap terms may be in electronic format, embedded in the software, or contained within the software documentation. The Customer acknowledges that it is their responsibility to review these terms at the time of installation and hereby authorizes HPE to accept all the terms on its behalf

General provisions / other exclusions

- This service may be delivered remotely, at HPE's discretion. If the Customer requests on-site delivery, additional charges may apply.
- Customer acknowledges and agrees that Hewlett Packard Enterprise may use resources outside the country of purchase for delivery of these services unless otherwise specified as part of a service feature description.
- 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.
- 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.
- HPE's ability to deliver the services is dependent upon the 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
 - Site inspection activities
 - Environmental compliance or site preparation
 - Any services not clearly specified in this document

- Upon receipt of an acceptable order, HPE will contact the Customer within seven business days to organize a mutually agreed service delivery date.
- 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 (1 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.
- Upgrades to existing systems require the purchase of hardware upgrade service.
- Travel charges may apply; consult the local HPE sales office for more details.
- 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.

Ordering information

This service can be ordered using the following service part numbers:

- HPE Cray XD 2000 Startup SVC
 - HPE Cray XD v2240 CTO chassis: HA114A1#VZE—HPE Cray XD 2000 Startup SVC
 - HPE Cray XD v2277 CTO chassis: HA114A1#VZE—HPE Cray XD 2000 Startup SVC
 - HPE Cray XD XD220v server: HA114A1#VZE—HPE Cray XD 2000 Startup SVC
 - HPE Cray XD225v server: HA114A1#5BW—HPE Cray XD 2000 Startup SVC
 - HPE Cray XD295v server: HA114A1#5BW—HPE Cray XD 2000 Startup SVC
- HPE Cray XD 6500 Startup SVC
 - HPE Cray XD6500 Chassis: HA114A1#VZF—HPE Cray XD 2000 Startup SVC
 - HPE Cray XD6500 server: HA114A1#VZF—HPE Cray XD 2000 Startup SVC

Learn more at

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

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