

# HPE M-series Ethernet Switches Installation and Startup Service

HPE Lifecycle Services

## Service overview

HPE M-series Ethernet Switches Installation and Startup Service provides your organization with an HPE service specialist to complete hardware installation and implement device-specific configuration for your eligible HPE M-series Ethernet Switch. More specifically, Hewlett Packard Enterprise provides installation, configuration, and verification of your HPE M-series Ethernet Switch, including certain storage paths, lossless flow control policy based on Data Center Bridging Capability Exchange (DCBX) and/or Ethernet flow control, and connectivity products.

These services are limited to the installation and configuration of one HPE M-series Ethernet Switch for either i) use in a storage fabric environment or ii) for use as an Ethernet top-of-rack (ToR) switch.

Table 1 provides information on the service features available under HPE Lifecycle Services.

## Service benefits

- Complements your IT team with globally available Advisory and Professional Services assistance
- 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
- Answers basic questions related to this service with the help of an HPE service specialist during the planning and orientation session
- Verifies if the HPE M-series Ethernet Switch is installed, configured, and operational with up-to-date software
- Provides valuable knowledge transfer that can help you to take full advantage of HPE M-series Ethernet Switch features
- Verifies prior to deployment and integration that the service prerequisites are met

## Service feature highlights

- Service installation and configuration planning
- Hardware installation
- Configuration
- Installation verification tests (IVTs)
- Customer orientation session



## Service features

**Table 1.** Service features

Feature	Delivery specifications
<b>Service installation and configuration planning</b>	<p>Prior to installation, a service specialist conducts a remote service planning meeting to identify, review, and plan for the delivery of the HPE M-series Ethernet Switches Installation and Startup Service.</p> <p>During this meeting, the service specialist gathers certain required information using a Customer predelivery checklist. The service specialist also defines roles and responsibilities, identifies predelivery prerequisites and actions to be completed by the Customer (including, but not limited to, documentation of the environment in which the HPE M-series Switch will be implemented), and provides an agreed plan with timelines to complete.</p> <p>The planning meeting also covers i) information on any connectivity within the boundaries of this service, ii) for storage fabric environments: identification of any OS, hardware, software, driver, storage, network, or environmental prerequisites for the implementation of the HPE M-series Ethernet Switch connectivity to products (up to 10), and iii) for Ethernet ToR environments, information required regarding Spanning Tree Protocol, LAN segmentation, VLANs, trunking, uplinks, and port aggregation protocols.</p> <p>See the “<a href="#">Configuration</a>,” “<a href="#">Service limitations</a>,” and “<a href="#">Customer responsibilities</a>” sections for specific information regarding the scope of the configuration services provided.</p>
<b>Hardware installation</b>	<p>The service specialist schedules 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 by HPE. Any services provided outside of HPE standard business hours may be subject to additional charges.</p> <p>The service specialist installs the HPE M-series Ethernet Switch and activates any purchased licenses for the product (where applicable), according to the agreed-upon installation and configuration plan, which shall align with the scope of the service set forth in this data sheet.</p>
<b>Configuration</b>	<p>In a storage fabric environment, the service specialist performs the following HPE M-series Ethernet Switch configuration tasks:</p> <ul style="list-style-type: none"> <li>• Run the startup wizard and configure the management network</li> <li>• Update the Onyx OS (where applicable)</li> <li>• Configure the following basic switch parameters: password, enabling VLANs, Link Aggregation Control Protocol (LACP), port types, breakout ports, speed, memory pool, MTU, flow control, MLAG, and buffer configuration</li> <li>• Configure up to five iSCSI VLANs for storage paths, data center bridging lossless iSCSI fabric, or a lossy fabric according to HPE best practices</li> </ul> <p>The service includes configuration for up to 10 total HPE qualified devices on a single fabric and one trunked aggregation uplink to another network within the same subnet on the HPE qualified devices.</p> <p>If requested by Customer, the service specialist can also demonstrate the initiator to target connectivity.</p> <p>In an Ethernet ToR environment, the service specialist remotely performs the following tasks:</p> <ul style="list-style-type: none"> <li>• Review and validate the network configuration with the Customer</li> <li>• Build and load the configuration file in a remote session, based on the information provided by the Customer, as recorded in the predelivery checklist</li> </ul>
<b>IVTs</b>	<p>In a storage fabric environment, the service specialist runs the appropriate HPE standard installation verification tests for this service.</p> <p>In the network ToR environment, the service specialist remotely runs the appropriate HPE standard installation verification test for this service. These standard tests consist of ping tests and switch-show commands to verify that traffic is being passed on appropriate ports. VLAN associations, VLAN trunking, and port aggregation on uplinks are also be verified at the time of installation.</p>



**Table 1.** Service features (continued)

Feature	Delivery specifications
<b>Customer orientation session</b>	<p>During the same day as the installation, the service specialist conducts an orientation session of up to one hour in duration, with the goal of reviewing the installation. Topics can include review of:</p> <ul style="list-style-type: none"> <li>• The installation documentation, saved configuration, and current log file</li> <li>• Key features and functionality provided by the HPE M-series Ethernet Switch</li> <li>• Basic operation and locating troubleshooting information and configuration information</li> <li>• Review of any required maintenance tasks, for example, switch OS updates</li> </ul> <p>The orientation is informal, typically conducted at a management console with selected members of the Customer's staff, and is not intended as a classroom activity or substitute for formal product training. In the network ToR environment, this session will be conducted remotely.</p>

**Coverage**

This service is available on regular HPE workdays (excluding weekend days and HPE holidays) during country-specific HPE standard business hours.

**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 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 assigned HPE 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
- Make sure that all service prerequisites as identified in the service eligibility section or as communicated during the service planning session have been met
- Ensure that the host, host OS, network, SAN, iSCSI SAN, and storage components with which the HPE M-series Ethernet Switch will interact are installed, configured, and operating normally
- Ensure that the minimum required firmware levels, as specified by HPE, are present on all switches and related storage devices in the environment
- Provide all relevant existing network topologies and parameters (including device naming)



- In an Ethernet ToR environment, prior to service delivery, the Customer must provide as a minimum and not limited to:
  - A current network design
  - The new proposed network design
  - A topology diagram
  - All network IP addresses
  - An inventory of connecting devices
- In an Ethernet ToR environment, Customer must provide remote network access to the device to enable remote control by HPE
- Provide suitable VPN or other suitable connectivity as required for the delivery of remotely delivered services
- Provide 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
- 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
- Purchase or provide all hardware, software, licenses, staff, current maintenance contracts, and environments necessary for HPE to deliver the service
- Be responsible for all data backup and restore operations
- 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

Unless specified in this document activities such as, but not limited to, the following are excluded from this service:

- Planning, designing, or implementation of the Customer's overall SAN or fabric or network architecture
- Implementation of a new SAN or modification to an existing SAN, other than the deliverables provided by this service
- External cabling activities, including those involving conduits, raceways, patch panels, and movement/configuration of computer room floor panels
- Integration with any hardware or software components not supported with HPE M-series Ethernet Switches, for example, a third-party storage appliance
- Limited to one HPE M-series Ethernet Switch and the service delivery tasks are performed either for storage fabric environments or for Ethernet Top of Rack environments, not both
- Troubleshooting for preexisting interconnectivity or compatibility problems



- Operational testing of applications or troubleshooting of interconnectivity, network, compatibility, or hardware-related problems
- Implementation of firmware and software revisions, including hot fixes, patches, service packs, or upgrades from prior versions, on devices in the Customer's existing SAN and SAN environment
- Resolution of hardware-related problems encountered during the verification testing process, unless covered by an active HPE warranty or an applicable HPE hardware support agreement
- Storage data migration activities
- Data recovery due to the failure of the Customer's backup or recovery procedures
- Performance testing or modeling
- Integration of any other products or modules unless otherwise specified herein, including, but not limited to, products or modules that relate to other technologies (for example, wireless, voice, external WAN/routing, ISP, or security)
- Service deployment on hardware not covered by an HPE warranty or HPE support agreement
- Services required due to causes external to the HPE device being deployed under this service
- Services required due to failure of the Customer to take avoidance action previously advised by HPE
- 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
- Implementation of hardware and software products other than those specified in this document, including the Customer's server, application, database, storage, SAN, iSCSI SAN, and network; also, the Customer's host servers, applications, storage, SAN, iSCSI SAN, and network components that interact with HPE M-series Ethernet Switch must be fully installed and implemented in a configuration supported by HPE prior to delivery of the HPE M-series Ethernet Switches Installation and Startup Service
- Implementation services for servers, storage, and networks are available separately from HPE at an additional cost
- Certain product features are excluded from the configuration portion of this service. For example, the following are excluded:
  - Virtual Router Redundancy Protocol (VRRP)
  - Authentication
  - Security and access control list
- Additional Customer training after the completion of the configuration activities is available from HPE Educational Services

## Service eligibility

- Hardware and software prerequisites for the installation of HPE M-series Ethernet Switches as specified herein or as communicated by HPE must be met prior to beginning delivery of the HPE M-series Ethernet Switches Installation and Startup Service.
- Service prerequisites include, but are not limited to, meeting HPE specified server OS levels and patches, drivers, firmware updates, interconnect options, network and versions of related storage, and infrastructure management hardware and software.
- For the HPE SN2100M and SN2120M Switch product series, the Customer must separately purchase the HPE SN2100M Rack Installation Kit (SKU Q2F25A) for HPE to perform these services. This service is available for all HPE M-series switch models except for the HPE M-series ONIE switches.



## 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
- All services are delivered remotely for Ethernet ToR environments
- 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 are 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
- This service is delivered as a single, contiguous event. Environments requiring multiple engagements or phases over longer periods of time are not included with this service but can be accommodated at additional cost
- Travel charges may apply; consult your local office
- 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](https://hpe.com/us/en/legal/customer-privacy.html) shall apply.
- 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 hardware or software maintained by HPE
  - This data sheet is governed by the HPE current standard sales terms, which include the supplemental data sheet, or if applicable, the Customer's purchase agreement with HPE
  - Any services not clearly specified in this document
  - Upon receipt of an acceptable order, HPE contacts 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 the 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 Customer will not be entitled to a refund for the unused services



## Ordering information

To order HPE M-series Ethernet Switches Installation and Startup Service for all models except the HPE M-series ONIE switches, use the following product numbers:

- **HPE M-series Eth Startup SVC:** HA114A1#5SE (Upfront Flex Support Service)
- **HPE M-series Eth Startup SVC:** H6SV4E (Fixed Support Service)

For basic installation service on HPE M-series ONIE switches, use the following product numbers:

- **HPE M-series ONIE Switch Installation SVC:** HA113A1#5NZ (Upfront Flex Support Service)
- **HPE M-series ONIE Switch Installation SVC:** HF3W6E (Fixed Support Service)

If additional service activity is required to implement the configuration requested by the Customer, consult an HPE Services representative to scope the activity. The appropriate quantity of the following service SKUs can then be applied to address the additional scope of the implementation.

- HPE Startup Storage Addl 1/2 Day SVC: HA124A1#5B2 (Flexible Support Service); UU094E (Fixed Support Service)
- HPE Startup Storage Addl One Day SVC: HA124A1#5B1 (Flexible Support Service); UU093E (Fixed Support Service)
- HPE Remote Network Configuration and Integration Hour — Business Hours H2S79A1 (Flexible Support Service); HR199E (Fixed Support Service)
- HPE Remote Network Configuration and Integration Hour — After Hours H2S80A1 (Flexible Support Service); HR200E (Fixed Support Service)
- HPE Onsite Network Configuration and Integration Service — 2 Days — Business Hours H2S81A1 (Flexible Support Service); HR201E (Fixed Support Service)
- HPE Onsite Network Configuration and Integration, Additional Day — Business Hours\* H2S83A1 (Flexible Support Service); HR203E (Fixed Support Service)
- HPE Onsite Network Configuration and Integration Service — 2 Days — After Hours H2S82A1 (Flexible Support Service); HR202E (Fixed Support Service)
- HPE Onsite Network Configuration and Integration Service, Additional Day — After Hours\* H2S84A1 (Flexible Support Service); HR204E (Fixed Support Service)

\* Must be sold with corresponding base package

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