



HIGH PERFORMANCE COMPUTING FILE SYSTEM SERVICES

HPE Pointnext Services

SERVICE DESCRIPTION

High Performance Computing (HPC) File System Services provide the Customers with assistance, based on best practices, in the creation of high-performance parallel file systems such as Lustre and the Clustered XFS (CXFS) file systems. The skilled consultants of HPE Pointnext Services integrate the Customer's high-performance storage solution to help maximize the solution investment for HPC, high-performance data management, and visualization. The HPC File System Service has five options:

- **Lustre: Level 1**—Installation and configuration of a Lustre file system with less than eight object storage servers (OSSs)
- **Lustre: Level 2**—Installation and configuration of a Lustre file system with 8–16 OSSs
- **CXFS: Level 1**—Installation and configuration of a CXFS configuration for up to 10 clients, five file systems, and 96 drives
- **CXFS: Level 2**—Installation and configuration of a CXFS configuration for up to 30 clients, 15 file systems, and 480 drives
- **CXFS: Level 3**—Installation and configuration of a CXFS configuration for up to 64 clients, 25 file systems, and 1820 drives
- These services include Customer consultative guidance regarding the installation, integration, and system configuration of the parallel storage solution, as well as providing knowledge transfer for key concepts of managing the resulting file systems.

SERVICE BENEFITS

- Benefits of the HPC File System Services include:
 - The proven HPE expertise for operation and integration of the parallel file system solution
 - On-site configuration and creation of operational best practices guidance to facilitate day-one functionality in the Customer's environment
 - System failover configurations as needed

SERVICE FEATURE HIGHLIGHTS

All levels

- Provide project management services to enable successful delivery
- On-site storage configuration
- On-site storage system validation testing
- Knowledge transfer
- Review of escalation and problem resolution procedures

Lustre levels 1 and 2

- Verify all hardware cabling from Lustre servers to host machine
- Install and configure Lustre software for OSS
- Install Lustre client software
- Configure failover if required

CXFS levels 1, 2, and 3

- Verify all hardware cabling from CXFS servers to host machine
- Install and configure CXFS software
- Install CXFS client software
- Configure failover if required

SPECIFICATIONS

TABLE 1. Service features

Activities	Lustre	Lustre	CXFS	CXFS	CXFS
	Level 1	Level 2	Level 1	Level 2	Level 3
• SGI/Apollo Advisory and Professional Services	H7RE5A1#001	H7RE5A1#002	H7RG4A1#001	H7RG4A1#002	H7RG4A1#003
• Cray HPE Advisory and Professional Services	HT3C4A1#001	HT3C4A1#002	HT3C1A1#001	HT3C1A1#002	HT3C1A1#003
Project management					
• Project kickoff and scope review	✓	✓	✓	✓	✓
• Manage and publish project schedule	✓	✓	✓	✓	✓
• Site preparation coordination	✓	✓	✓	✓	✓
Hardware and cable verification					
• Determine LUN layout			✓	✓	✓
• Create Linux® Volume Manager Utility (XVM) volumes			✓	✓	✓
• Set up Fibre Channel switch zoning (if needed)			✓	✓	✓
• Verify all hardware cable connections	✓	✓	✓	✓	✓
Software and configuration					
• Install server software	✓	✓	✓	✓	✓
• Install client software	✓	✓	✓	✓	✓
• Define CXFS cluster			✓	✓	✓
• Validate read/write capabilities	✓	✓	✓	✓	✓
Documentation and knowledge transfer					
• Provide system configuration files as delivered	✓	✓	✓	✓	✓
• Provide as-built documentation	✓	✓	✓	✓	✓
• Provide administrator level knowledge transfer	✓	✓	✓	✓	✓



SERVICE ELIGIBILITY

The Customer must have already purchased an HPC factory-integrated cluster solution from Hewlett Packard Enterprise or an HPE Partner.

SERVICE LIMITATIONS

The following activities are not included in this service but may be provided through related services or at additional cost:

- Any services requiring usability and performance acceptance, unless specified in an HPE statement of work
- Any services not clearly specified in this service description

This service is available on [HPE](#) standard workdays, excluding weekend days, and HPE holidays and during country-specific standard HPE business hours. On-site service assistance will be provided at one physical location in the country where the service is sold. The scope of activities provided under these services does not include the provision of any deliverables but rather specific tasks or activities to be performed at the Customer's discretion. Check with a local HPE authorized representative to find out whether a specific location is eligible for this service.

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.

CUSTOMER RESPONSIBILITIES

The Customer will:

- Allow HPE personnel necessary access to all software and hardware products to be integrated. If security restrictions apply to any systems that affect HPE's access, the Customer will communicate these to HPE during the kickoff phase. The Customer will assume additional responsibilities for configuring the system and software in order to be eligible for this service
- Inform Hewlett Packard Enterprise of any restrictions regarding equipment not allowed in the Customer's data center such as USB drives, laptops, cell phones, configuration cables, and more
- Provide Hewlett Packard Enterprise any special instructions concerning parking and security procedures
- Meet all eligibility requirements and service prerequisites, and complete any identified tasks prior to installation
- Provide all hardware and software products and be properly licensed for any software that will be implemented as part of this service
- Give Hewlett Packard Enterprise full and reasonable access to all locations where the service is to be delivered
- Assign a designated person from the Customer's staff who, on behalf of the Customer, will grant all approvals, provide information, 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 HPE service tools used to facilitate the delivery of this service, if applicable
- Provide a suitable work area, including access to an outside telephone line, power, and any network connections required
- Perform other reasonable activities to help HPE identify, implement, or resolve problems, as requested by HPE
- Provide all information necessary for HPE to deliver timely and professional remote support and to enable HPE to determine the level of support eligibility
- Ensure the participation of the Customer's IT storage administrator, database administrator, network administrator, server administrator, and other selected staff to discuss business or operational objectives and any special requirements
- Be responsible for the security of the Customer's proprietary and confidential information



GENERAL PROVISIONS/OTHER EXCLUSIONS

- The HPE HPC customer project manager (CPM) team provides project management for the overall HPC product delivery
- Services will be delivered during HPE standard business days and hours, excluding HPE holidays
- Any services not clearly specified in this document are excluded from this service, including but not limited to
- Resolution of hardware-related problems encountered during the service
- 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
- Application integration or integration of third-party products or peripherals not included with the solution
- Any implementation of HPE's recommendations that may be provided as a result of these services
- 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
- Any services provided outside of HPE standard business hours may be subject to additional charges
- 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
- This service is delivered by no more than one HPE consultant. Deliverables are accepted upon delivery
- Service eligibility will expire at the end of 120 days from the date of purchase if not used. Under no circumstances shall the Customer be entitled to a credit or refund of any unused services

ORDERING INFORMATION

Contact your local HPE sales office to order the HPE High Performance Computing File System Services. The HPC File System Services are available in ten options:

SGI/Apollo HPE Advisory and Professional Services

- Lustre Level 1, H7RE5A1#001
- Lustre Level 2, H7RE5A1#002
- CXFS Level 1, H7RG4A1#001
- CXFS Level 2, H7RG4A1#002
- CXFS Level 3, H7RG4A1#003

Cray HPE Advisory and Professional Services

- Lustre Level 1, HT3C4A1#001
- Lustre Level 2, HT3C4A1#002
- CXFS Level 1, HT3C1A1#001
- CXFS Level 2, HT3C1A1#002
- CXFS Level 3, HT3C1A1#003

LEARN MORE AT

hpe.com/info/hpc

Make the right purchase decision.
Contact our presales specialists.



Chat



Email



Call



HPE support



Get updates


**Hewlett Packard
Enterprise**

© Copyright 2018–2020 Hewlett Packard Enterprise Development LP. The information contained herein is subject to change without notice. The only warranties for Hewlett Packard Enterprise products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. Hewlett Packard Enterprise shall not be liable for technical or editorial errors or omissions contained herein.

This data sheet is governed by the Hewlett Packard Enterprise current standard sales terms, which include the supplemental data sheet, or, if applicable, the Customer's purchase agreement with Hewlett Packard Enterprise.

Linux is the registered trademark of Linus Torvalds in the U.S. and other countries. All other third-party marks are property of their respective owners.

a00042532ENW, August 2020, Rev. 2