

HP ProLiant Gen9 Servers



Table of contents

- General announcement 2
- HP ProLiant Gen9 differentiation 3
- HP Systems Management 5
- HP Services 8
- Windows Server 2003 End of Support 8
- Available resources 9



View our **DL360 Gen9**
inventory here

General announcement

How does HP ProLiant Gen9 fit into HP's Compute vision and portfolio?

HP ProLiant Gen9 is yet another successful milestone in HP's Compute journey, following on the heels of recent revolutionary compute innovations like HP Moonshot and HP Apollo. ProLiant Gen9 is an integral part of HP's Compute portfolio, embodying the key principles of convergence, software-defined, cloud-ready, and workload optimization. Specifically, it delivers better software-defined and cloud-ready capabilities with HP OneView Advanced enhancements, UEFI and RESTful API and integrations with Microsoft® and VMware® software tools. It advances convergence with storage virtualization enhancements with StoreVirtual VSA, Smart Storage, and SmartMemory solutions. It delivers improved workload optimization capabilities with PCIe Workload Accelerators.

HP ProLiant Gen9 in this compute era delivers on the promise of the lowest cost, fastest time, and highest value of IT service delivery. HP is redefining compute economics by delivering more compute and storage capacity, right-sized compute with flexible choices and lower compute energy and floor space consumption to meet the growing demands of business.

What new products are being announced in this launch?

HP is announcing six new servers to the existing HP ProLiant Gen9 Server portfolio.

- HP ProLiant Rack servers
 - **New:** HP ProLiant DL60 Gen9—Affordable compute and scalability packaged in a dense design
 - **New:** HP ProLiant DL80 Gen9—Affordable storage and scalability for cost-conscious service providers and SMBs
 - **New:** HP ProLiant DL120 Gen9—Enterprise-class 1S dense server for performance-driven and virtualized workloads
 - HP ProLiant DL160 Gen9—Right-sized performance for space- and budget-constrained environments
 - HP ProLiant DL180 Gen9—The new standard for growing data center needs
 - HP ProLiant DL360 Gen9—Dense performance for multi-workload compute in the data center
 - HP ProLiant DL380 Gen9—The no-compromise data center standard for multi-workload compute, and the most popular server model in the world's best-selling ProLiant server family¹
- HP ProLiant Tower servers
 - **New:** HP ProLiant ML150 Gen9—The right mix of performance, price, efficiency, and expandability to fit the needs of growing budget conscious businesses
 - HP ProLiant ML350 Gen9—High-performance server with unmatched capacity and reliability in a rack or tower form factor
- Server models for the HP Apollo Family
 - HP ProLiant XL230a Server—Apollo 6000 System server, density optimized performance for rack-scale workloads
 - HP ProLiant XL730f Server—Apollo 8000 System server for high-performance computing workloads
 - **New:** HP ProLiant XL740f Server—Apollo 8000 System server for high-performance computing workloads supports Intel® Xeon Phi™ 7120D coprocessors
 - **New:** HP ProLiant XL750f Server—Apollo 8000 System server for high-performance computing workloads supports NVIDIA® Tesla® K40 XL GPUs
- HP BladeSystem
 - HP ProLiant BL460c Gen9—The world's leading server blade accelerates service delivery with advanced compute performance that's truly optimized for core IT workloads

What's new with the HP ProLiant Gen9 portfolio?

HP ProLiant servers are the data center gold standard, and they continue to solve real-world business challenges. Today's ProLiant Gen9 portfolio is redefining compute economics by delivering more compute and storage performance using less energy and space to meet the growing demands of your customers' businesses.

HP OneView, our single, software-defined management platform, accelerates IT service delivery through automated configuration and lifecycle management of blade and rack servers and faster virtual machine provisioning. With software-defined templates and a centralized automation hub, HP OneView Advanced delivers immediate benefits. These benefits include more efficient management and financial savings of daily operations that expedites the delivery of IT services and speeds the transition to Infrastructure-as-a-Service (IaaS) and hybrid cloud.

¹ "Real Story about Server Market Share," HP, August 2014.

HP OneView also supports HP ProLiant Gen9 Servers. You can purchase an HP OneView Advanced license today and use HP Insight Control via “integrated licensing” (and HP iLO Advanced if it was included in your HP OneView purchase), and transition to HP OneView at a time of your choosing, at no additional cost.

The HP ProLiant Gen9 portfolio helps to boost business performance, helping you grow your revenue, margin, and market share. Additionally it will help you improve your business results with better compute, memory, and I/O performance and increase your storage and networking performance while lowering latency at a lower TCO. Whatever the workload, the HP ProLiant Gen9 Server portfolio delivers the right compute for the right workload at the right economics, every time.

When we refer to Gen9 servers, we are talking about HP ProLiant servers that are powered by the latest Intel® Xeon® processor E5-2600/1600 v3 product families. These processors are at the heart of agile, efficient data centers and will meet your compute needs.

When can I order HP ProLiant Gen9 Servers?

The new HP ProLiant Rack and Tower Gen9 Servers are available to order through HP and worldwide channel partners starting December 1, 2014. You can choose from among several HP ProLiant Gen9 Servers with the Intel Xeon E5-2600/1600 v3 processor families. Also, the new HP ProLiant XL740f and XL750f Servers will be available to order around the end of Q1 2015.

HP ProLiant Gen9 differentiation

Only HP is advancing the compute journey in a comprehensive manner with the innovation, commitment, and capabilities to help customers leverage their infrastructures to deliver differentiated business outcomes to transform their business. Only HP is helping customers make IT services oriented to lower cost of service, reduce time to service, and increase the business value of services. HP is accomplishing this very uniquely by executing on the key design principles of compute—software-defined, cloud-ready, workload-optimized, and converged. HP ProLiant Gen9 is another milestone for HP in the compute journey following on the heels of the revolutionary compute innovations like HP Moonshot and HP Apollo that have had a transformative impact on the data center and compute. HP ProLiant Gen9 Servers are based on the compute principles that deliver the scale, agility, and economics and are designed to help customers optimize their business in the New Style of IT; the competition is focused on optimizing their server technologies based on industry standards.

What makes the new HP ProLiant Gen9 Servers different from previous generations?

The new generation of servers:

- **Redefines compute economics**—3X compute capacity per watt.² Up to 62 percent TCO savings over three (3) years including initial acquisition costs³
- **Accelerates IT service delivery**—66X faster service delivery with simple automation for a competitive advantage, improving SLA performance⁴
- **Boosts business performance**—Up to 4X read and write workload acceleration with HP SmartCache, which accelerates performance so customers can get to their data faster⁵

Can you provide some examples of how the new Intel® processor outperforms previous generation processors?

Yes. Refer to Intel's processor page for substantiated proof points that support improved performance and greater versatility of the Intel Xeon processor E5-2600/1600 v3 families.⁶

² This number is based on HP internal calculations. The already announced HP ProLiant XL220a server (Apollo) is 4X better in performance per \$/per watt when compared to a competing Dell Blade M620 for a single threaded application per server. The number was reduced to 3X to be more indicative of the remainder of our ProLiant Gen9 portfolio. August 2014.

³ 100 DL380 G6 servers consolidated down to 16 DL380 Gen9 enabling 62 percent TCO savings over 3 years including initial acquisition costs. There is also a potential reduction in monthly OPEX expenditure of over 80 percent. Includes software support for vSphere and Windows®. Also includes a 25 percent discount on Hardware. August 2014.

⁴ IDC white paper sponsored by HP, “Achieving Organizational Transformation with HP Converged Infrastructure Solutions,” January 2014, IDC #246385.

⁵ Based on HP internal testing. HP SmartCache Performance compared with equivalent controller in a controlled environment in Houston, Texas, May 18, 2014.

⁶ [Intel Xeon Processor E5-2600 v3 Product Family](#).

Why should I choose HP ProLiant servers over Cisco, Dell, IBM, and Lenovo?

Only HP is advancing the compute journey in a comprehensive manner with the innovation, commitment, and capabilities to help customers leverage their infrastructure to deliver differentiated business outcomes to transform their business. Only HP is helping customers make IT services oriented to lower cost of service, reduce time to service, and increase the business value of services. HP is accomplishing this uniquely by executing on the key design principles of compute—software-defined, cloud-ready, workload-optimized, and converged. HP ProLiant Gen9 is another milestone for HP in the compute journey following on the heels of the revolutionary compute innovations like Moonshot and Apollo that have had a transformative impact on the data center and compute. HP ProLiant Gen9 Servers are based on the compute principles that deliver the scale, agility, and economics and are designed to help customers optimize their business; the competition is focused on optimizing their server technologies based on industry standards.

Customers choose HP ProLiant servers over Dell PowerEdge servers, IBM/Lenovo System X servers, Lenovo ThinkServers, and Cisco UCS servers for a variety of reasons. HP ProLiant servers provide you with the right compute, for the right workload, at the right economics, every time.

Only HP offers you a complete server portfolio to meet your unique compute needs. Each ProLiant server—from the entry-level server to the most scalable servers in the portfolio—is engineered to provide meaningful and cutting-edge benefits to simplify your increasingly complex environments. Our customers have peace of mind about their IT infrastructure.

HP is an innovative partner with a deep commitment to the market, the broadest portfolio, and leading systems management. Our global service and support capabilities, together with the most engaged channel and technology partner ecosystem, provide you with a stable, proven leader you can trust for your needs of today and tomorrow—HP is the right choice.

As a strong and stable company, HP continues to invest in research and development (R&D). Sustained market leadership for more than 18 years is a hallmark of HP ProLiant innovation.⁷ With the introduction of the HP ProLiant Gen9 portfolio, HP continues to deliver on our vision of industry-leading compute innovation. HP ProLiant Gen9 is the one platform that you can rely on to run virtually any workload at the cost, speed, and reliability your enterprise demands.

What is new with the HP ProLiant Gen9 portfolio? What has changed since the ProLiant Gen8 launch?

HP ProLiant Gen9 enhances software-defined, cloud-ready, converged infrastructure, and workload-optimization capabilities to help lower the cost of services, reduce time to services, and increase the value of services.

To improve cost efficiencies in the data center, HP is redefining compute economics with modular architecture and converged infrastructure. This delivers improvements in power and cooling efficiency and storage capacity while lowering TCO. For example, ProLiant Gen9 offers 3X more compute/watt than its ProLiant Gen8 predecessor primarily driven by new processors, HP DDR4 SmartMemory, 12 Gb/s Smart Array Controller, HP PCIe Workload Accelerators and HP Computational and Graphics Accelerators. StoreVirtual VSA delivers more storage capacity while reducing energy costs via storage virtualization. The ProLiant Gen9 portfolio with HP OneView enhancements, Insight Online enhancements, HP Insight Cluster Management Utility, iLO Federation and UEFI BIOS increases IT admin productivity in terms of configuration, provisioning, life cycle management and support through automation and simplification of management processes and tools.

To help deliver faster service, HP continued to refine its management stack, highlighted by HP OneView Advanced. This single, software-defined management platform accelerates IT service delivery through automated configuration and lifecycle management of blade and rack servers and faster VM provisioning. HP OneView Advanced integrates capabilities from 18 different tools into a single tool and delivers the management and capabilities from 26 different screens and tabs on a single pane of glass. HP OneView Advanced delivers new infrastructure management capabilities as well as support for HP ProLiant Gen9 Servers. Integrations with IT Operations software platforms VMware vCenter and Microsoft System Center for HP OneView deliver one-click capabilities for integrated monitoring and management of physical and virtual environments for on-premise and cloud deployments. iLO Federation and HP SUM deliver management at scale and speed for firmware updates, HP SUM while HP CloudSystem delivers cloud orchestration for IaaS.

And finally, with HP SmartCache, HP PCIe Workload Accelerators, HP Computational and Graphics Accelerators, HP DDR4 SmartMemory and other performance enablers, HP is able to boost application performance through workload optimization. For example, HP ProLiant Gen9 provides 4X faster infrastructure and core business workload performance using HP SmartCache and 12 Gb/s SSD Drives. With HP SmartCache, PCIe Accelerator, HP Computational and Graphics Accelerators, 12 Gb/s SAS Expander cards and 12 Gb/s Smart Array Controllers, HP ProLiant Gen9 delivers storage optimization to enhance security and performance. DDR4 SmartMemory also delivers improved in-memory performance; while HP Secure Encryption optional through HP Smart Array Controllers encrypts data at rest for security measure. HP Virtual Connect enhancements and HP FlexFabric Adapters enhancements increase networking performance for application workloads.

⁷ [“The Real Story about Server Market Share,”](#) HP, August 2014.

HP Systems Management

Does HP OneView support HP ProLiant Gen9 Servers?

Yes. HP OneView supports HP ProLiant BL and DL Gen9 Servers. Your purchase of the HP OneView Advanced license also provides the rights-to-use HP Insight Control via “integrated licensing” (and HP iLO Advanced if it was included in your HP OneView Advanced purchase), so you can transition to HP OneView at a time of your choosing, at no additional cost.

What are the benefits of HP OneView?

HP OneView is a converged management platform that mitigates infrastructure complexity with automation simplicity. This modern management architecture is designed to accelerate your IT operations for managing servers, storage, and network resources in physical and virtual environments. It features a software-defined approach to converged management that shifts the focus from “how devices run” to “how people work.” HP OneView reduces operational expense (OPEX) and improves agility, so you can free up resources to focus on new initiatives that will help grow your business.

Our customers and partners are recognizing that HP OneView delivers on the promise of a more efficient and productive IT organization—one that is primed for growth. HP OneView offers a truly integrated and automated, lights-out IT approach to infrastructure management, unified across server, storage, and networking. Clients are drawn to the ease with which a new infrastructure can be provisioned and with more of the features that they have been requesting.

As your converged management foundation, HP OneView allows you to transition from your current infrastructure, tools, and processes to your vision of IT-as-a-Service (ITaaS). Learn more at hp.com/go/oneview.

How is HP OneView licensed?

The HP OneView management appliance controls licenses. The same management appliance can be used for both HP OneView Advanced licenses and for HP OneView Standard. This choice is made by the user when they initially add their system to the HP OneView management appliance.

- HP OneView Advanced provides full-featured licenses which can be purchased for managing Gen8 and Gen9 servers. All HP OneView Advanced versions are licensed “per physical server” regardless if the server is virtualized or not. (Each physically-managed node will require a license.) These licenses include three years of 24x7 Technical Support and Updates (TS&U) with Web-based training (WBT) to build basic product proficiency. Full HP OneView Advanced licenses also provide “integrated licensing” rights-to-use HP Insight Control at no additional charge. Trial versions of HP OneView Advanced can be used for 60 days without charge.
- HP OneView Standard can be used for inventory, health monitoring, alerting, and reporting without additional fees. HP OneView Standard can monitor G6, G7, Gen8, and Gen9 servers. The user interface is similar to the HP OneView Advanced version, but the software-defined functionality is not available. An annual 9x5 support offering is available for additional fee.

Does the HP OneView license provide the right to use HP Insight Control?

Yes, the purchase of HP OneView Advanced licenses includes “integrated license” capability, providing you the right-to-use HP Insight Control to help your product transition. License keys for both HP OneView Advanced and HP Insight Control are provided for use on the same system, in the same purchased quantity, but not for use at the same time. For example, HP Insight Control can be licensed for use for a year, and then HP OneView Advanced can be licensed for use afterwards on the same system.

This “integrated license” capability applies to all HP OneView Advanced license purchases except upgrade licenses. This capability is also available retroactively to previous purchasers of HP OneView. New customers will need to take your “entitlement order number” to the [HP software licensing portal](#) to receive your license keys. Existing HP OneView customers will receive an email when your licenses are ready. At that time, existing customers will need to take your “Support Agreement ID” (SAID) to the [HP my software updates portal](#) to receive your license keys. (An HP Passport account will be required, or a new account can be created at these websites.)

HP OneView Advanced comes with three years of technical support and updates, which can be applied to either or both license types up to a combined maximum term of three years. HP iLO Advanced license keys are not provided with the HP Insight Control license keys, but the HP iLO Advanced license keys contained in the HP OneView Advanced license can be used (if purchased).

Do HP Systems Insight Manager (SIM) and HP Insight Control support the new HP ProLiant Gen9 Servers?

Yes, the latest HP ProLiant Gen9 Servers will be supported with HP Systems Insight Manager 7.4 and HP Insight Control 7.4.

How long can we expect support for HP SIM, HP Insight Control, and HP VCEM?

At this time, there is no End of Life date set for HP SIM, Insight Control, and VCEM. It is expected that HP SIM, Insight Control, and VCEM will support all ProLiant Gen9 Servers.

Do HP Insight Online and the direct connect feature support HP ProLiant Gen9 Servers?

Yes, HP ProLiant Gen9 is supported today.

Does HP Insight Remote Support 7.1 support the latest HP ProLiant Gen9 Servers shipping in December?

HP will provide support for the latest HP ProLiant Gen9 Servers with HP Insight Remote Support 7.2 plus CLU 1. Check the Insight Remote Support release notes found in the document library for the latest product support list.

Does HP Insight Remote Support Advanced (RSA) v5.8 support HP ProLiant Gen9 Servers?

No. Insight RSA 5.8 is no longer available for download and will not support HP ProLiant Gen9 Servers. We recommend that customers using Insight RS 5.x versions upgrade to the latest version of Insight RS 7.x.

How do automated support tools work with HP OneView?

HP's automated support tools co-exist with HP OneView, so you can solve problems faster and stay informed of your IT infrastructure status. You can use the HP Insight Online dashboard or the new mobile dashboard in the HP Support Center Mobile App to remain up-to-date on what's happening with your IT environment, whether you're in the office or on the road.

What is HP Insight Cluster Management Utility?

HP Insight Cluster Management Utility (Insight CMU) is an efficient, customizable, and robust hyperscale cluster lifecycle management framework and suite of tools for managing operations and performance of large clusters such as those found in High Performance Computing (HPC) and large-scale data analysis environments. For more information, visit hp.com/go/cmu.

What is new with HP Insight Cluster Management Utility?

HP Insight Cluster Management Utility offers an improved user interface for zooming into node-differences, support for RHEL 7 and new diskless deployment options.

What ROM (BIOS) settings will be supported on Gen9 Servers?

All HP ProLiant Gen9 Servers will ship with UEFI by default providing a 50 percent reduction in server boots⁸ and increasing server security with 4 new levels of Secure Boot.⁹ Legacy boot mode is still supported and can be switched within the UEFI System Utilities menu. For more information, visit hp.com/go/proliant/uefi.

What operating systems (OS) are supported for ProLiant Gen9 Servers?

HP supports ProLiant Gen9 Servers with the following operating systems in legacy or UEFI mode:

- Microsoft Windows Server[®] 2008 R2 (x64 only)
- Microsoft Windows Server 2012
- Microsoft Windows Server 2012 R2
- Red Hat[®] Enterprise Linux[®] 6.5 and later
- SUSE Linux Enterprise Server 11 SP3 and later
- Ubuntu Server 14.04 and later
- VMware vSphere 5.1 U2 and later (recommend using custom image at hp.com/go/esxdownload)
- Solaris 11.1 and later (support started in November 2012)

To ensure compatibility, ensure your OS is in the image (Legacy or UEFI) you are deploying on your server. To find the latest operating system support information, visit hp.com/go/ossupport.

What is HP iLO?

HP Integrated Lights-Out (iLO) is an embedded intelligence built into every HP ProLiant server, so that it can function out-of-the-box without additional software installation, and it provides essential remote management and control regardless of the servers' state of operation. To learn more about HP iLO, visit hp.com/go/ilo.

⁸ Number of reboots performed when configuring BIOS, iLO, NIC using the pre-boot environment and comparing a DL380 Gen8 with Legacy BIOS taking 4 system reboots and a DL380 Gen9 with UEFI BIOS taking 2 system reboots. HP Labs, Houston, TX, July 2014.

⁹ Secure Boot authentication inclusive of all UEFI Drivers, any UEFI applications, OS Bootloaders, and Linux Kernel Modules. HP Labs, Houston, TX, July 2014.

What is new with HP iLO?

HP iLO has the following new features for ProLiant Gen9 Servers:

- HP iLO Federation, a key enablement feature lets you discover hundreds of servers in seconds¹⁰ and manage¹¹ numerous servers as easy as one.
- HP iLO Reboot Switch allows you to reset the iLO or HP ProLiant hardware via the UID button in a case where iLO may not be responding.
- Pre-Boot Health Summary is a simple diagnostic screen provides 12 categories¹² of critical server data for diagnostics and HP Support troubleshooting during pre-boot.¹³
- 1 GB Embedded User Partition is accessible for additional utilization or storage with a 4 GB iLO NAND installed in the server.
- New agentless data is now visible through the iLO GUI.¹⁴
- To learn more about these features, visit the [HP iLO QuickSpecs](#).

What is Intelligent Provisioning and what does it do?

HP Intelligent Provisioning is ideal for small- to medium-sized business (SMB) customers as the initial configuration and OS deployment tool for ProLiant Gen8 and Gen9 Servers. Customers can also use Intelligent Provisioning for system maintenance. To learn more about HP Intelligent Provisioning, visit hp.com/go/intelligentprovisioning.

What is new with Intelligent Provisioning?

HP Intelligent Provisioning offers a new simplified GUI and opt-in access to download the HP Virtual Storage Appliance (VSA) software and take advantage of the free 1 TB storage program.

What version of Intelligent Provisioning is compatible with ProLiant Gen9 Servers?

Intelligent Provisioning 2.x will support HP ProLiant Gen9 Server OS and options; Intelligent Provisioning 1.6x will continue to support HP ProLiant Gen8 servers.

What is the HP Smart Update Solution?

This is a breakthrough system maintenance tool that provides systematic and organized updates to HP ProLiant servers and HP BladeSystem infrastructures. It is composed of HP Service Pack for ProLiant (SPP) and HP Smart Update Manager (SUM). Learn more at hp.com/go/smartupdate.

What is HP Smart Update Manager (SUM) and what does it do?

HP Smart Update Manager (SUM) is the recommended deployment engine for updating firmware and drivers with SPP for HP ProLiant servers and blades infrastructure, Integrity Firmware Bundles for Integrity Servers, or Moonshot Component Pack for HP Moonshot System. To learn more about HP SUM, visit hp.com/go/hpsum.

What is new with HP SUM?

HP SUM has the following new features:

- Firmware update scalability capabilities with iLO Federation technology¹⁵
- Baseline enhancements including validation, assigning baselines in guided mode, dynamic filtering, and the ability to download baselines from an http server
- Live logs to provide detailed information of target update process

What version of HP SUM is compatible with HP ProLiant Gen9 Servers?

HP SUM 7.1.0 will support HP ProLiant Gen9 Servers, OS and options, and beyond. HP SUM 6.x will support up to HP ProLiant Gen8 Servers.

¹⁰ Number of reboots performed when configuring BIOS, iLO, NIC using the pre-boot environment and comparing a DL380 Gen8 with Legacy BIOS taking 4 system reboots and a DL380 Gen9 with UEFI BIOS taking 2 system reboots. HP Labs, Houston, TX, July 2014.

¹¹ iLO Federation management capabilities require an iLO Advanced or iLO Scale-Out license.

¹² Following information is listed via the Pre-boot Health Summary: Server model, server serial number, product id, iLO IP address, iLO host name, iLO Firmware version, HP ProLiant System ROM version, HP ProLiant System ROM backup version, iLO CPLD version, System CPLD version, Embedded Smart Array version number, and Critical events. iLO User Guide, Houston, TX, July 2014.

¹³ Following information is listed via the Pre-boot Health Summary: Server model, server serial number, product id, iLO IP address, iLO host name, iLO Firmware version, HP ProLiant System ROM version, HP ProLiant System ROM backup version, iLO CPLD version, System CPLD version, Embedded Smart Array version number, and Critical events. iLO User Guide, Houston, TX, July 2014.

¹⁴ Backwards compatible with iLO 4 in ProLiant Gen8 and Gen9 Servers.

¹⁵ This capability will require an iLO Advanced or iLO Scale-Out license.

What is HP SPP, and what is new?

HP Service Pack for ProLiant (SPP) is a packaging and collection of firmware, drivers, and Smart Components for HP ProLiant servers and blades infrastructure. SPP incorporates multiple deliverables into one SPP ISO. For HP ProLiant Gen9, the SPP Maintenance Supplement Bundle helps you establish a cadence to update your server twice per year, in April and October. For more information on SPP, see the [SPP FAQs](#) or visit hp.com/go/spp.

What scripting tools can I use on HP ProLiant Gen9 Servers?

Scripting Toolkit (STK) for Linux and Windows and HP Scripting for Windows PowerShell (PS) will support HP ProLiant Gen9 Servers. With the HP ProLiant Gen9 Server portfolio, a new scripting tool called HP RESTful Interface Tool leverages HP RESTful API architecture. For more information, click here for [STK](#), [PowerShell](#), and [HP RESTful Interface Tool](#).

HP Services

What services are available for the ProLiant Gen9 Servers?

HP Technology Services (TS) delivers confidence, reduces risk, and helps you realize agility and stability with services across the IT lifecycle. Our consulting services reduce risk and increase agility with advice to help transform and modernize IT environments and leverage the advanced features of today's HP ProLiant server family while meeting realistic budget and timeline expectations. Our deployment services reduce startup complexity and accelerate time to operations while our support portfolio provides services to meet your ongoing needs. The simple choices offered in our TS support portfolio enable you to get connected to HP with Gen9 Servers using our innovative technology to stay informed and in control.

- **Advise**—An end-to-end approach to managing the transition—starting with transformation workshops that include needs definition, assessments, strategic planning and design, validated integration, and implementation—that leads to improved operations.
- **Deploy**—A range of factory and onsite services for hardware and software implementation. HP Education Services increases staff skills with hands-on training and minimal disruption.
- **Support**—Proactive services to stabilize IT with choices of hardware and software support coverage windows and response times.
- **Flex**—Deliver workloads without capital investment using HP Flexible Capacity.

What type of support services do you recommend for HP ProLiant Gen9?

We recommend Proactive Care Services for HP ProLiant servers to proactively address issues before they become problems, improve first-time fix rates, and reduce unplanned downtime. HP Foundation Care provides ongoing hardware and software support for the server and industry-leading third-party software. To cover your entire data center, HP recommends Datacenter Care services, which provides you with flexible, proactive services, and hardware and software support. We can tailor the service to your needs with the building blocks of additional features such as spare parts management, multi-vendor support, and the innovative capacity management of Flexible Capacity Service.

What is the value of “Connecting to HP” with Proactive Care?

Customers who connect to HP understand the value of staying informed and in control using our automated support tools and HP Insight Online. HP Proactive Care takes this convenience even further with the capability to prevent problems. This service level enhances system stability with proactive reports and consultation to help avoid problems as well as providing rapid access to technical specialists who manage the call from start to finish.

Windows Server 2003 End of Support

What do you recommend we do with the thousands of servers running Windows Server 2003 in our shop now that Microsoft has announced its End of Support?

As Microsoft ends support for Windows Server 2003, many customers are turning to HP Channel partners for help assessing, planning, and implementing their migration. With the [HP Microsoft Windows Server 2003 Migration Program](#), HP and our partners can rapidly and safely meet your needs with reduced risk and cost, increased return on investment, and fast implementation. HP and our channel partners can help you ease the required migration.

Available resources

What tools and additional resources are available for more information?

The following are some of the top resources for information:

- [HP ProLiant Servers](#)
- [HP Services](#)
- [Enterprise business blogs](#)
- [HP Qualified Options](#)
- [Server buying guide](#)
- [HP Project Smart Choice](#)

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