Customer Intent Document (CID)

- Created by HP Pre-Sales and Solution Architects with input from customers to build custom HP Converged Systems.
- Has Servers, Storage, and Networking requirements, settings and configuration information.
- Currently maintained in Microsoft Excel sheets and exchanged over emails and over SharePoint.

Challenges

- **Scalability** – Multiple versions for different configurations.
- **Usability** – Error prone, lack of validation, incomplete and duplicate entries.
- **Flexibility** – No easy way to extract information and configure the system.
- **User Experience** – Lacks common look and feel across different systems.
Smart CID

- **Web Based Unified Experience** - simplified, progressive and dynamic.
- **User-friendly and Intuitive Interface** – similar to other HP products like HP OneView.
- **Built-in Validations** – to ensure that information entered is complete and accurate.
- **Built-in Default Values** – built in default values for hostnames, IP addresses and passwords to make the process more efficient.

- **Configuration Files** – faster to generate and deploy.
- **Centralized Information** - single place to store and retrieve information.
- **Inline Help** - progressively discloses the required information – guiding users to provide the right data in the right field.
Supported Systems

- HP ConvergedSystem 500 for SAP HANA
- HP ConvergedSystem 900 for SAP HANA
HP ConvergedSystem 500 v.2.X for SAP HANA

Supported Configuration

Scale up
- 256 GB
- 512 GB
- 1 TB
- 2 TB

Options
- With DP

Scale out
- 4 Servers
- 8 Servers
- 12 Servers
- 16 Servers

Options
- With DP
- With HP Serviceguard

Granular
HP ConvergedSystem 500 v.3.0 for SAP HANA

Supported Configuration

Scale up

- 128 GB
- 256 GB
- 384 GB
- 512 GB
- 768 GB

- 1 TB
- 1.5 TB
- 2 TB
- 3 TB

With DP

Scale out

- Granular
- Regular

Options
HP ConvergedSystem 900 for SAP HANA

Supported Configuration

**Scale up**
- 6 TB
- 6+6 TB
- 12 TB
- 2 TB

**Options**
- With DP
- With HP Serviceguard

**Scale out**
- Isolated CMS in Gateway Mode
- Integrated CMS in Gateway Mode
- Isolated CMS with Integrated Management
- Integrated CMS with Integrated Management

**Options**
- With DP
- With HP Serviceguard
# Server Operating System and Revisions

<table>
<thead>
<tr>
<th>Operating System</th>
<th>HANA Revision</th>
</tr>
</thead>
<tbody>
<tr>
<td>HP Converged System 500 for SAP HANA v2.x</td>
<td>SPS07, SPS08, SPS09</td>
</tr>
<tr>
<td>SUSE Linux Enterprise Server 11 (SLES 11)</td>
<td>SPS08, SPS09</td>
</tr>
<tr>
<td>Red Hat Enterprise Linux 6.5 (RHEL 6.5)</td>
<td></td>
</tr>
<tr>
<td>HP Converged System 500 for SAP HANA v3.0</td>
<td>SPS09</td>
</tr>
<tr>
<td>SUSE Linux Enterprise Server 11 SP3 (SLES 11 SP3)</td>
<td></td>
</tr>
<tr>
<td>Red Hat Enterprise Linux 6.5 (RHEL 6.6)</td>
<td>SPS09</td>
</tr>
<tr>
<td>HP Converged System 900 for SAP HANA</td>
<td></td>
</tr>
<tr>
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<td>SPS07, SPS08, SPS09</td>
</tr>
</tbody>
</table>
Workflow

1. Login to Smart CID
2. Create new CID
3. Set up Customer Info
4. Set up HP Contact Info
5. Set up HANA DB
6. View Rack Layout
7. View Passwords
8. Set up Insight Remote Support (IRS) Settings
9. Enter Network Settings
10. Enter Extra 3PAR Network Settings (if applicable)
11. Set up 3PAR Remote Access (if IRS is enabled)
12. Verify Information
13. Submit CID
14. Configure System
15. Download Configuration Files
16. Track CID
Accessing Smart CID

• Access Smart CID from a Web browser: http://c4w09087.itcs.hp.com/
Signing up

• Sign up for access to Smart CID. Enter a valid email ID and choose a password.
• Click Register and check email for account activation link.
Logging in

• Access Smart CID from a Web browser: [http://c4w09087.itcs.hp.com/](http://c4w09087.itcs.hp.com/)
• Enter your email ID and password to login.
Smart CID Interface

Navigation Menu

Search

Content pane

Help

Session

Activity

- All CIDs created by you are listed in the main page by default.
- Click the CID number to view details of each CID.
### CID Details

Click **Edit** to view details of each section.

<table>
<thead>
<tr>
<th>Customer Info</th>
<th>HP Contact</th>
<th>Insight Remote Support</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Customer</strong></td>
<td><strong>Name</strong></td>
<td><strong>Enabled</strong></td>
</tr>
<tr>
<td>SDS Inc.</td>
<td>Team CSS</td>
<td>-</td>
</tr>
<tr>
<td><strong>HP Order Number</strong></td>
<td><strong>Email</strong></td>
<td><strong>Passport Username</strong></td>
</tr>
<tr>
<td>11111111</td>
<td><a href="mailto:css@hp.com">css@hp.com</a></td>
<td>-</td>
</tr>
<tr>
<td><strong>Contact</strong></td>
<td><strong>Phone</strong></td>
<td><strong>Solution ID</strong></td>
</tr>
<tr>
<td>John Doe</td>
<td>12345</td>
<td>-</td>
</tr>
<tr>
<td><strong>Email</strong></td>
<td><strong>Availability</strong></td>
<td><strong>Customer Delivery</strong></td>
</tr>
<tr>
<td><a href="mailto:John@company.com">John@company.com</a></td>
<td>All day</td>
<td>-</td>
</tr>
<tr>
<td><strong>Phone</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>0506072222</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Passwords</th>
<th>Rack Layout</th>
<th>HANA DB</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Servers</strong></td>
<td><strong>Racks</strong></td>
<td><strong>OS Data</strong></td>
</tr>
<tr>
<td>3PAR</td>
<td>1</td>
<td>-</td>
</tr>
<tr>
<td>5900 Switches</td>
<td></td>
<td>Operation Mode</td>
</tr>
<tr>
<td>CMS</td>
<td></td>
<td>System Name</td>
</tr>
<tr>
<td></td>
<td></td>
<td>HANA Revision</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Network</th>
<th>Extra 3PAR Network</th>
<th>3PAR Remote Access</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Configured Networks</strong></td>
<td><strong>Applicable</strong></td>
<td><strong>Remote Monitoring</strong></td>
</tr>
<tr>
<td>-</td>
<td>No</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Shared Networks</strong></td>
<td><strong>Count</strong></td>
<td><strong>Remote Support</strong></td>
</tr>
<tr>
<td>-</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>DNS Name</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>-</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>NTP Name</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>-</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## CID Section details

### Edit Passwords

<table>
<thead>
<tr>
<th>Network Section</th>
<th>Username</th>
<th>Password</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>59XX Network Switch</strong></td>
<td>root</td>
<td>********</td>
</tr>
<tr>
<td><strong>SAN Switch</strong></td>
<td>admin</td>
<td>********</td>
</tr>
<tr>
<td><strong>Servers</strong></td>
<td>root</td>
<td>********</td>
</tr>
<tr>
<td><strong>CMS (Management Server)</strong></td>
<td>Administrator</td>
<td><strong>Suggested Default: HP1m3Int</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- Minimum 8 maximum 15 characters long
- Alpha numeric
- Special character and/or upper and lower case combination
Creating a new CID
Selecting the Converged System

- Select Create a New CID.
- Select the correct ConvergedSystem, Configuration and Classification

See Supported Systems for Configuration and Classification information
HP Order No. or SAP No.

- Enter an HP order number or and SAP number (optional).
- Click Start to create a new CID. A new CID number is created.
Customer Info

- Enter customer information.
  - Company Name
  - Contact Name and Phone
  - Contact Email
  - Company Address
  - Shipping Address (if different from the company address).
HP Contact Info

- Enter HP contact information.
- Primary, Pre-Sales and GID Technical Contact
- Enter these details
  - Contact Name
  - Contact Phone
  - Contact Email
  - Availability (time)
IRS Info

• If customer has IRS enabled, enter this information.
  – HP Passport username and password
  – Solution ID/Type
  – Contact Email
  – Customer delivery ID

• If access to the network is through a proxy server, enter
  • IP address or hostname
  • Port
  • Username
  • Password
### Passwords

- Passwords are automatically generated for the following:
  - Network Switch
  - SAN Switch
  - Servers
  - CMS (Management Server)
  - 3PAR array

- Click **Edit** to view the system generated passwords.

- Check **Show Passwords** as text to view passwords.

<table>
<thead>
<tr>
<th>System</th>
<th>Username</th>
<th>Password</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>59XX Network Switch</strong></td>
<td>root</td>
<td>********</td>
</tr>
<tr>
<td><strong>SAN Switch</strong></td>
<td>admin</td>
<td>********</td>
</tr>
<tr>
<td><strong>Servers</strong></td>
<td>root</td>
<td>********</td>
</tr>
</tbody>
</table>
| **CMS (Management Server)** | Administrator | }
**Rack layout**

- Number of racks and number of servers in each rack are auto-populated depending on the system, configuration and classification.

- Only for **CS 500 Granular scale out**, Smart CID allows you to enter this information.
HANA DB

Converged System (CS 500 and CS 900)

Production System
1 instance of SAP installed.

Test/Dev/Other System
1 primary and 2 secondary instances of SAP installed.

Dual Purpose
1 primary production server SAP installation.
2 secondary installations for Dev/Test/Other
**HANA DB**

Select Regular or Dual Purpose when creating a new CID.

- Select **Regular** if the system will be used in Production and Non-Production (Test/Development/Other) environments.
- Select **Dual Purpose** if the system will be used for dual purpose.
- If you want HP Serviceguard installed, select the correct option.
HANA DB –Production

- Select **Production**.
- Enter details for HANA Primary Instance.
  - OS distribution
  - HANA Revision
  - Instance Pre-installation
  - SAP System Name
  - SAP System Number
  - SAP credentials (User IDs and Group IDs)
  - Set Time Zone
  - Set Language
- If this instance is used for DR, enter DR information.
**HANA DB – Non-Production**

- When used as a Non-Production instance, select one of:
  - **Testing**
  - **Development**
  - **Other**

- Enter details for HANA Primary Instance.
  - OS distribution
  - HANA Revision
  - Optional HANA revisions
  - SAP System Name
  - SAP System Number
  - SAP credentials (User IDs and Group IDs)
  - Instance Memory

**Note:** Memory utilization for each instance must be at least 64 GB (SAP recommendation). The sum of all instances of memory utilization must be lesser than 90% of the total system memory.
HANA DB – Dual Purpose

- For Dual Purpose configuration, select Production.
- Enter details for HANA Primary Instance.
  - OS distribution
  - HANA Revision
- If this instance is used for DR, select Yes.
- Click Configure DP settings.

Note: Dual Purpose configuration is used only in DR environments and these settings are applicable only at a secondary site.
HANA DB – DP Settings

• Enter details for HANA DP Instance.
  – OS distribution
  – HANA Revision
  – Instance Pre-installation
  – SAP System Name
  – SAP System Number
  – SAP credentials (User IDs and Group IDs)
  – Set Time Zone
  – Set Language

• If you need additional instances, enter details for those instances.
Configuring Network

Common Network Information

• Enter common network information for the system.
  – DNS domain name
  – IP address of DNS server,
  – Name of the NTP server
  – IP address of the NTP server
  – Set the time zone

Note: This information is mandatory
Configuring Network

Management Network Information

In this section, enter the following:

- FC connectivity
- IP count
- Gateway IP address
- VLAN ID
- Subnet IP address
- Network mask IP address

Click Hardware Devices (components) Configurations to view HP assigned hostnames and IP addresses.

Note: This information is mandatory.
Configuring Other Networks

• A system can be configured for the following networks. They can be classified as Stand Alone or Shared networks.

• Select one of the options or select Not Applicable.

   How does this network classify? ○ Stand Alone ○ Shared ○ Not Applicable

- Data Network
- User/BI Network
- Replication Network
- Backup Network
- iLO/OA Network
- Storage Network
- Internal Network
- Quorum Network (for HP Serviceguard installations only)
Stand Alone

When classifying as Stand Alone, enter the following:

- FC connectivity
- IP count
- Gateway IP address
- VLAN ID
- Subnet IP address
- Network mask IP address

Click Hardware Devices (components) Configurations to view HP assigned hostnames and IP addresses.
Shared Network

When classifying as Shared, select the other network that shares the same settings.

Note:

- Select Fill Later to save the current settings and resume at a later time.
- You will not be able to Submit a CID if any of these networks have Fill Later selected.
- Select Not Applicable if the network is not applicable in the current set up.
Extra 3PAR Network

Common Network Information

- Used for solutions like DR with software replication and Dual Purpose.

- Enter the service processor host names and IP addresses for:
  - Management Network
  - OА or iLO Network

- Enter the controller node hostname and IP address.

- If you have a second 3PAR, select Applicable and enter details for the second 3PAR.
Machine Info
Only for CS 500 v.3.0

- Select
  - Processor
  - Persistent Storage
- Sockets
- Disk Encryption
- Node size (not in pic)
3PAR Access

Common Network Information

- Used for IRS enabled solutions.
  - Set remote monitoring to Yes.
  - Set remote to Yes.
  - If access to the network is through a proxy server, enter proxy server details.
  - If you want to install 3PAR Policy Server, select Yes.
  - Enter details if you want customers to receive notifications over email.
Submitting the CID

After entering information on all sections, click **Submit** to submit the CID.

**Note:** You cannot submit a CID until all the required fields are entered.
Checking Status

• After submitting the CID, Smart CID generates the following files:
  – Auto YAST (for SUSE Linux configuration only)
  – IFCFG (Interface configuration file)

• You cannot make changes to CID. It changes to a Read Only Mode.

• To check status of the CID, click Check Status.
Viewing CID details

- Click Tracking
- Click link to configuration files.
- Click HTML file `<CID Number>.html`
- You can Print or save the file as a PDF file.
Tracking CIDs

• Track your CIDs from the Navigation menu.

• You can download configuration files from here.
  - Auto YAST (for SUSE Linux configuration)
  - IFCFG (for RHEL configuration)
Configuration Files

- Download files to your computer and copy them to the system to configure.
- For Scale Out systems multiple files are created. Copy each file to each server and configure.
- You can also download a master zip file from the configuration folder.

**Auto YAST** (for SUSE Linux configuration)

Directory Listing For `/503010100-41-357/downloads/` - Up To `/503010100-41-357`

<table>
<thead>
<tr>
<th>Filename</th>
<th>Size</th>
<th>Last Modified</th>
</tr>
</thead>
<tbody>
<tr>
<td>yast_2015-08-06</td>
<td>9.4 kb</td>
<td>Thu, 06 Aug 2015 05:40:33 GMT</td>
</tr>
<tr>
<td>yast_2015-08-06-05-40-33/</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**IFCFG** (for RHEL configuration)

Directory Listing For `/503010600-10-367/downloads/` - Up To `/503010600-10-367`

<table>
<thead>
<tr>
<th>Filename</th>
<th>Size</th>
<th>Last Modified</th>
</tr>
</thead>
<tbody>
<tr>
<td>ifcfg_2015-08-06</td>
<td>10.3 kb</td>
<td>Thu, 06 Aug 2015 10:10:07 GMT</td>
</tr>
<tr>
<td>ifcfg_2015-08-06-10-10-07/</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>


<table>
<thead>
<tr>
<th>Filename</th>
<th>Size</th>
<th>Last Modified</th>
</tr>
</thead>
<tbody>
<tr>
<td>Server1/</td>
<td>5.4 kb</td>
<td>Thu, 06 Aug 2015 12:59:08 GMT</td>
</tr>
<tr>
<td>Server2/</td>
<td>5.4 kb</td>
<td>Thu, 06 Aug 2015 12:59:08 GMT</td>
</tr>
<tr>
<td>Server3/</td>
<td>5.4 kb</td>
<td>Thu, 06 Aug 2015 12:59:08 GMT</td>
</tr>
<tr>
<td>Server4/</td>
<td>5.4 kb</td>
<td>Thu, 06 Aug 2015 12:59:08 GMT</td>
</tr>
<tr>
<td>Server5/</td>
<td>5.4 kb</td>
<td>Thu, 06 Aug 2015 12:59:08 GMT</td>
</tr>
<tr>
<td>Server6/</td>
<td>5.4 kb</td>
<td>Thu, 06 Aug 2015 12:59:08 GMT</td>
</tr>
<tr>
<td>Server7/</td>
<td>5.4 kb</td>
<td>Thu, 06 Aug 2015 12:59:08 GMT</td>
</tr>
</tbody>
</table>

Apache Tomcat/8.0.21
Delete a CID

Click to delete CID.
Clone a CID

- Click Clone to copy existing information to a new CID.
- Make changes if required.
- Add the new HP Order number.
- Submit
Thank you

HP Converged Systems