ZERO DOWNTIME MEMORY UPGRADE SERVICE

SAFE NODE MODIFICATION

Ensure virtual machines (VMs) running on Scale Computing HyperCore stay online during manual memory upgrades with the Zero Downtime Memory Upgrade Service. SC//HyperCore's resiliency allows a Scale Computing Engineer to safely modify each node running SC//HyperCore into maintenance mode prior to powering down the node — ensuring that end-users continue their workflows during the upgrade without interruption.

This service is provided remotely via phone and email throughout the process. Kicked off with a scheduled planning call, the team will review the steps, delivery times, and communication expectations for a successful upgrade process.

What's Included?	Delivery	Details
Planning Call • Review process steps • Confirm delivery timelines • Agree on communication expectations	Remote Call	Language English Only
Zero Downtime Memory Upgrade • Safe evacuation of VMs • Powering down of individual nodes • Review of conditions • Re-population of VMs • Final System Health Check after all upgrades	Remote Call	Scheduling Monday-Friday 6AM-8PM EDST