



HP OneView Startup Installation and Configuration Service

HP Services

Service benefits

- Availability of an HP service specialist to answer basic questions during the delivery of this service
- Delivery of the service at a mutually scheduled time convenient to your organization
- Verification prior to installation that all service prerequisites have been met
- Installation and configuration of HP OneView
- Customer orientation session

Service feature highlights

- Service planning
- Service deployment
- Installation verification tests (IVT)
- Customer orientation session

HP OneView Startup Installation and Configuration Service is a basic fixed-price, fixed-scope installation and startup service that includes the installation and configuration of HP OneView virtual appliance on a supported hypervisor host (VMware vSphere or Microsoft® Hyper-V), the first-time setup of the appliance, and configuration and setup of all managed devices within a single HP BladeSystem c7000 enclosure. This includes bringing the enclosure under management, updating the enclosure to a specified firmware baseline, defining the enclosure's network configuration (networks, network sets, SAN connectivity, etc.), and creating and assigning server profiles for the server blades in the enclosure. HP will also provide a test and verification session to help ensure that everything has been configured and set up properly, along with a brief customer orientation session.

Service features

Table 1. Service features

Feature	Delivery specifications
Service planning	<p>An HP service specialist will plan all the necessary activities, including the identification of any prerequisites, and schedule the delivery of the service at a time mutually agreed upon by HP and the Customer, which shall be during local HP standard business hours, excluding HP holidays, unless otherwise agreed by HP. Any services provided outside of HP standard business hours may be subject to additional charges.</p> <p>As part of the pre-delivery process, HP will review with the Customer:</p> <ul style="list-style-type: none">• What is included in this service• The service prerequisites• The pre-delivery and onsite checklist
Service deployment	<p>The HP service specialist will install and configure HP OneView on a supported Customer-supplied hypervisor host.</p> <p>During the service deployment process, the HP service specialist will perform the following:</p> <ul style="list-style-type: none">• Download and deploy HP OneView virtual appliance on a supported hypervisor (VMware vSphere or Microsoft Hyper-V)• Perform the first-time setup steps for the appliance• Specify appliance hostname, IP addressing, Domain Name System (DNS) servers, network time protocol (NTP) servers, etc.• Validate access to the appliance from a browser client• Download and install the latest Service Pack for ProLiant (SPP) ISO images, as required• For BladeSystem environments, define networks, network sets, logical interconnect group, and enclosure group, and import first enclosure• Import HP 3PAR StoreServ Storage array and HP supported SAN manager, and perform storage configuration• For rackmount server environments, import all supported HP ProLiant DL servers that are installed in one rack

Table 1. Service features (*continue*)

Feature	Delivery specifications
	<ul style="list-style-type: none">• Define and deploy server profiles, which define server attributes for HP ProLiant Generation 8 (Gen8) servers:<ul style="list-style-type: none">– Firmware baseline– Network connectivity (Ethernet and Fibre Channel)– Local storage and/or SAN storage volume configuration– Boot order– BIOS configuration– Virtual or physical IDs (Ethernet MAC, Fibre Channel WWN, and serial number/UUID) <p>Note: Not all of the server profile attributes listed are supported on ProLiant DL or Gen7 server blades. Please refer to the current HP OneView Support Matrix for details.</p> <ul style="list-style-type: none">• Explain/demonstrate alert monitoring and optionally configure SNMP trap forwarding
Installation verification tests (IVT)	HP will run the appropriate installation verification tests required for this service.
Customer orientation session	Upon completion of the installation, the HP service specialist will conduct an orientation session on product usage and special features, and will be available to answer questions, as appropriate.

Service limitations

Any services not clearly specified in this document or in an associated Statement of Work (SOW) are excluded from this service.

Resolution of hardware-related problems encountered during the verification testing process, unless covered by an active HP warranty or an applicable HP Hardware Support agreement are excluded from this service.

Service eligibility

Customers are eligible for the delivery of this service if they meet the following prerequisites:

- HP OneView virtual appliance requirements:
 - Two 2 GHz virtual CPUs
 - 10 GB of memory dedicated to the appliance
 - 170 GB of thick-provisioned disk space
 - A connection to the management LAN; HP recommends that the Customer have separate networks for management and data
 - Supported hypervisors: VMware vSphere (ESXi), Microsoft Hyper-V
 - One static IP address that will be allocated to the appliance

Note: For a list of all supported enclosures, server blades, and ProLiant DL rackmount servers, refer to the current HP OneView Support Matrix.

- Supported interconnects:
 - HP Virtual Connect FlexFabric
 - HP Virtual Connect Flex-10
 - Fibre Channel modules

Note: For the most up-to-date information, please refer to the current HP OneView Support Matrix.

- Supported browsers (for the most up-to-date information, refer to the current HP OneView Support Matrix):
 - Microsoft Internet Explorer
 - Mozilla Firefox
 - Google™ Chrome

Customer responsibilities

The Customer will:

- Contact an HP service specialist within 90 days of date of purchase to schedule the delivery of the service
- Ensure that all service prerequisites as identified in the 'Service eligibility' section have been met
- Uncrate products and place the boxes in the immediate location where the installation service will take place
- Assign a designated person from the Customer's staff who, on behalf of the Customer, will grant all approvals; provide information; ensure that all hardware, firmware, and software that the HP service specialist will need in order to deliver this service are available and that software products are properly licensed; and otherwise be available to assist HP in facilitating the delivery of this service
- Ensure that products are properly licensed
- Adhere to licensing terms and conditions regarding the use of any HP service tools used to facilitate the delivery of this service, if applicable
- Be responsible for all data backup and restore operations
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required
- Allow HP full and unrestricted access to all locations where the service is to be performed
- Provide documentation of the Customer's top-of-rack (ToR) network switch configuration and Fibre Channel storage configuration (direct-attach SAN or fabric attach SAN configurations)

General provisions/Other exclusions

HP 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.

HP reserves the right to re-price this service if the Customer does not schedule and provide for subsequent delivery within 90 days of purchase.

HP's ability to deliver this service is dependent upon the Customer's full and timely cooperation with HP, as well as the accuracy and completeness of any information and data the Customer provides to HP.

Activities such as, but not limited to, the following are excluded from this service:

- Service deployment on hardware not covered by an HP warranty or service maintenance contract
- Service deployment on hardware covered by a third-party maintenance contract
- Services that, in the opinion of HP, are required due to unauthorized attempts by non-HP personnel to install, repair, maintain, or modify hardware, firmware, or software
- Service required due to causes external to the HP maintained hardware or software
- Any services not clearly specified in this document

Travel charges may apply; please consult your local HP office.

Ordering information

This service can be ordered using the following service part numbers:

- U1V78E (Fixed)
- H6K67A1 (Upfront Flex)
- H6K67AE (Per Event)

For more information

For more information on HP Services, contact any of our worldwide sales offices or visit the following website: hp.com/services/oneviewservices

Additional information URL

Note: For the latest HP OneView hardware and software requirements, reference the HP OneView Support Matrix located at hp.com/go/oneview/docs

Sign up for updates
hp.com/go/getupdated



Share with colleagues



Rate this document

© Copyright 2013-2014 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP 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 or condition, express or implied, in fact or in law. HP shall not be liable for technical or editorial errors or omissions contained herein.

HP Technology Services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase.

Google is a trademark of Google Inc. Microsoft is a U.S. registered trademark of the Microsoft group of companies.

4AA4-2814ENE, Created September 2013; Updated February 2015, Rev. 4

