



HPE Installation and Startup Service for Microsoft Windows Server Operating System

HPE Lifecycle Event Services

HPE Installation and Startup Service for Microsoft® Windows® Server Operating Systems comprises the installation, configuration, and startup activities for selected Microsoft Windows Server products, which are delivered on a single supported HPE ProLiant server.

This service includes pre-installation planning by a Hewlett Packard Enterprise specialist, installation of Microsoft Windows Server and the appropriate network protocols, integration of the server into your network environment, network interface card (NIC) configuration, print queue setup, configuration of HPE Integrated Lights-Out (iLO—for ProLiant servers only), and a basic customer orientation session on product usage.

The following Microsoft Windows operating systems are supported by this service: Windows Server 2012 Foundation, Essentials, Standard, and Datacenter editions on HPE ProLiant MicroServer, ML, DL, SL, and BL servers. Windows 2008 R2 Standard, Enterprise, and Datacenter editions are supported on ProLiant servers (64 bit).

Keeping your systems current with the latest service packs and security releases helps ensure that HPE can provide a high level of support for your systems. Refer to the HPE interactive Windows Support and Certification website (<http://h17007.www1.hp.com/us/en/enterprise/servers/supportmatrix/windows.aspx#.V-VmcO3rupo>) for support and certification information on HPE ProLiant and BladeSystem servers (64 bit only). You can obtain driver download, certification, and support information by clicking on the appropriate server name on the site.

Important note: The 1.5 and 2.2 GHz ProLiant MicroServer products are supported. Custom deployments of Microsoft operating systems are also available with a custom Statement of Work (SOW).

Service benefits

This service provides a trained Hewlett Packard Enterprise service specialist to perform an installation that meets HPE quality standards, including:

- Verification prior to installation that all service prerequisites are met
- Delivery of the service at a mutually scheduled time convenient to your organization
- Availability of a Hewlett Packard Enterprise service specialist to answer basic questions related to this service during the customer orientation session

Service feature highlights

- Service planning
- Service deployment

- Installation verification tests (IVT)
- Customer orientation session

Table 1. Service features

Feature	Delivery specifications
Service planning	A Hewlett Packard Enterprise service specialist will confirm with the Customer that the prerequisites have been met, and schedule the delivery of the service at a time mutually agreed upon by HPE and the Customer, which shall be during local HPE standard business hours excluding HPE holidays, unless otherwise agreed by HPE.
Service deployment	<p>The deployment activities will include the following:</p> <ul style="list-style-type: none"> • Installing the specified Microsoft Windows Server operating system on an HPE ProLiant server platform • Configuring up to two supported NICs (network cabling must be present, installed, and functional) • Installing and configuring the appropriate network protocols supported by the operating system • Setting up and configuring a single print queue and one locally connected printer that is included on the appropriate Microsoft Hardware Compatibility List (HCL) • Initiating a one-time system backup using a locally connected and configured backup device; this backup is to be performed by the Customer's operations support staff
Installation verification tests (IVT)	Upon completion of the installation, the Hewlett Packard Enterprise service specialist will log onto the server and verify account access.
Customer orientation session	<p>The Hewlett Packard Enterprise service specialist will conduct a customer orientation session on the product and technology, during which time the service specialist will:</p> <ul style="list-style-type: none"> • Provide information on product usage and special features, and be available to answer questions, as appropriate, for up to 20 minutes after the installation process is complete • Discuss future application installations and other customization requirements with the Customer and recommend additional services

Service limitations

Excluded from this service are activities such as, but not limited to, the following:

- Service deployment on hardware not covered by an HPE warranty or support agreement
- Service deployment on hardware covered by a third-party maintenance contract
- Planning, design, implementation, or assessment of the Customer's overall SAN or fabric architecture
- Services that, in the opinion of Hewlett Packard Enterprise, are required due to unauthorized attempts by non-HPE personnel to install, repair, maintain, or modify hardware, firmware, or software
- Services required due to causes external to the HPE-maintained hardware or software
- Installation of application software, such as HPE Systems Insight Manager, SQL, etc.
- Installation or configuration of a cluster environment

- Installation of external storage, such as a storage area network
- Any services not clearly specified in this document

Service eligibility

The Customer must meet the following prerequisites for delivery of this service:

- The Customer must have purchased licenses for the Microsoft product or products to be installed.
- The Customer must provide the Hewlett Packard Enterprise service specialist with the media for the Microsoft operating system and HPE service tools that accompanied the HPE ProLiant and BladeSystem servers.
- For ProLiant platforms, the Customer must ensure that the ProLiant server is qualified to run this Microsoft operating system.
- Any Customer hardware related to the delivery of this service must be listed on the appropriate Microsoft HCL, which is available at: www.windowsservercatalog.com

Customer responsibilities

The Customer will:

- Contact a Hewlett Packard Enterprise service specialist within 90 days of date of purchase to schedule the delivery of the service
- Coordinate service deployment on third-party-maintained hardware or software (if applicable) with Hewlett Packard Enterprise
- 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 Hewlett Packard Enterprise in facilitating the delivery of this service
- Allow Hewlett Packard Enterprise full and unrestricted access to all locations where the service is to be performed
- Be responsible for all data backup and restore operations
- Ensure that all hardware, firmware, and software that the Hewlett Packard Enterprise service specialist will need in order to deliver this service are available and, for software products, properly licensed
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required

General provisions/Other exclusions

Travel charges may apply in some geographic locations. Please contact your local Hewlett Packard Enterprise representative for details.

Ordering information

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

- U5717E (Fixed Support Service)
- HA114A1#5FR (Up-front Flexible Support Service)

For more information

For more information on Hewlett Packard Enterprise support services, contact any of our worldwide sales offices or visit the following website:

www.hpe.com/services/support
www.hpe.com/services/lifecycleevent

