



HP OneView with Insight Control server provisioning (ICsp) Installation and Startup 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 are met
- Installation and configuration of HP OneView
- A customer orientation session

Service feature highlights

- Service planning
 - HP OneView installation and startup
 - ICsp installation and startup
- Installation verification tests (IVT)
- Customer orientation session

HP OneView with Insight Control server provisioning (ICsp) Installation and Startup Service is a basic fixed-price, fixed-scope installation and startup service. The service includes the installation of HP OneView on a supported VMware vSphere Hypervisor (ESXi) host virtual machine (VM), 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. This service also includes the installation and startup of the ICsp appliance on another separate supported VMware ESXi host VM. The service also includes the installation and startup of the HP ProLiant Media Server on a separate supported HP ProLiant server running Microsoft® Windows® Server. This service also includes the following

- Installation and startup of the ICsp appliance on another separate supported VMware ESXi host VM.
- Installation and startup of the HP ProLiant Media Server on a separate supported HP ProLiant server running Microsoft® Windows® Server.

As part of this service, HP will also provide your organization with 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 with the service• The service prerequisites• The pre-delivery and onsite checklist• The service delivery schedule

Table 1. Service features (*continue*)

Feature	Delivery specifications
Service deployment	<p>Service deployment</p> <p>As part of the service deployment for HP OneView, the HP service specialist will install and configure HP OneView on a supported Customer-supplied server running a VMware ESXi hypervisor. In addition, the service specialist will:</p> <ul style="list-style-type: none">• Download and install HP OneView Open Virtualization Format (OVF)• Download approved Service Pack for ProLiant (SPP) firmware bundles• Deploy the OVF using the VMware vCenter client• Set up and initialize the appliance• Access the appliance from a browser• Set firmware baselines• Provide a first-time environment setup• Configure the Greenfield server profile• Copy server profiles• Modify the boot order, if necessary• Add Ethernet devices or Fibre Channel networks• Set up alerts and monitoring• Configure switches <p>As part of the service deployment for ICsp, the HP service specialist will install and configure HP ICsp on a supported Customer-supplied server running a VMware ESXi host, plus the media server. In addition, the service specialist will:</p> <ul style="list-style-type: none">• Download and install the Insight Control server provisioning VM using the Open Virtualization Format (OVF) template as well as:<ul style="list-style-type: none">– Set up and initialize the appliance– Access the appliance from a browser• Set up the media server (OS distribution files leveraging RDP-hosted operating system)
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 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 for both OneView and ICsp appliances:

- VMware ESXi 5.0, 5.0 UI, or 5.1 (preferred)
- VMware requirements for running 64-bit guest VMs on the ESXi host, if applicable
- VMware vSphere client with VMware Tools installed
- 160 GB of thick provisioned disk space allocated to the VM
- A minimum of 2 x 2.4 GHz of virtual CPUs
- 8 GB of available memory that can be dedicated to the appliance
- One static IP address that will be allocated to the appliance

All supported enclosures and server blades are as follows (refer to the support matrix sheet):

- HP ProLiant BL460c Gen8 Server Blade
- HP ProLiant servers equipped with HP Integrated Lights-Out (iLO) Advanced Licenses

Supported interconnects are as follows:

- HP Virtual Connect FlexFabric 10Gb/24-port Module
- HP Virtual Connect Flex-10 10Gb Ethernet Module

Supported browsers are as follows:

- Microsoft Internet Explorer 8 and later
- Mozilla Firefox 17.x Extended Support Release (ESR) and the latest release
- Google™ Chrome (the latest release)

Requirements for Windows-based HP ProLiant Media Server are as follows:

- Windows-based HP ProLiant file share server; setting up the ProLiant Media Server requires the ProLiant Media Server setup utility, which is an automated procedure that will be completed during this service
- 2.0 GHz processor and 2 GB of memory, or an equivalent virtual machine
- Windows Server 2008 or later Standard or Enterprise Editions x64; the following can be generated and uploaded, if required:
 - Windows Automated Install Kit (WAIK 3.1)
 - Windows Pre-installation Environment (Windows PE)
- 4 GB of disk storage for each OS distribution and HP SPP bundle, plus additional space for captured images
- One static IP address
- Microsoft Internet Information Services (IIS) version 7 or later with IIS 6 Management Compatibility, if there are Linux and ESXi deployments, to allow for configuration of HTTP file serving

The following ports must be open on any firewalls between the ProLiant Media Server and the target servers:

- HTTP port: 80 TCP
- Windows share port: 455 TCP/UDP

Refer to the ICsp installation guide for more details.

Note that the server may not be a domain controller.

Requirements for Linux Red Hat Media Server are as follows:

- 2.0 GHz processor and 2 GB of memory, or an equivalent virtual machine
- Red Hat Enterprise Linux (RHEL)

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
- 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

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 sales office for more details.

Ordering information

This service can be ordered using the following service part number(s):

- U0RA2E (Fixed)
- HA124A1#5TF (Flex)

For more information

For more information on HP Services, contact any of our worldwide sales offices or visit the following website:

HP support services: hp.com/services/support

Sign up for updates
hp.com/go/getupdated



Share with colleagues



Rate this document

© Copyright 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 and Windows are U.S. registered trademarks of Microsoft Corporation.

4AA5-0792ENE, Created May 2014

