



HP Installation and Startup Service for Top of Rack Switches

HP Services

HP Installation and Startup Service for HP Networking Top of Rack (ToR) switching products coordinates the installation, configuration, and verification and is designed to get 1 or up to 2 new ToR networking devices quickly up and running and connected to your network infrastructure.

This service is available for select HP switching products. With this service, you will also receive a brief orientation session on the product features installed.

Devices configuration, final verification tests and orientation session for this service are delivered remotely. On-site delivery of these items may be available in some geographic locations and may result in additional charges. Please contact your local HP representative for details. Please also refer to the Service Limitations section below for more details.

Service benefits

- Service performed by an HP technical specialist
- 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 prior to service delivery
- Allows your IT resources to stay focused on their core tasks and priorities

Service feature highlights

- Service planning
- Service deployment
- Unpacking and verification
- Rack mounting
- Confirmation of software revisions
- Cable device
- Device configuration
- Installation verification tests (IVT)
- Customer orientation session

Service features

Table 1. Service features

Feature	Delivery specifications
Service planning	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 days and hours, excluding HP holidays, unless otherwise agreed by HP. Any services provided outside of HP standard business hours may be subject to additional charges.
Service deployment	<p>HP will work with the Customer via phone to collate the Customer-provided required information in order for HP to complete the Customer Configuration Worksheet for the device being deployed.</p> <p>Prior to service delivery, the Customer must provide as a minimum and not limited to:</p> <ul style="list-style-type: none"> - A current network design - The new proposed network design - A topology diagram - All network IP addresses - An inventory of connecting devices

Customer configuration may include OSPF, RIP/RIP V2 and Static Routes; Intelligent Resilient Framework (IRF); Local (Unit) Management and User Account; Spanning Tree configuration (STP, RSTP); and VLANs. Please refer to the Service Limitations section for specific exclusions regarding the scope of the configuration services provided.

Unpacking and verification	An HP service delivery specialist will unpack the device from the HP shipping carton(s) that the Customer has placed in the location where the device will be installed. The contents of each carton will be confirmed against the list of included items and checked for any physical damage on the exterior of the device.
Rack mounting	An HP service delivery specialist will attach appropriate mounting brackets to the device. The device will then be mounted into the designated location within an existing rack supported by HP for the product or onto an appropriate mounting surface that has predrilled screw holes. The Customer must provide a clear working area and supply all associated mounting accessories.
Confirmation of software revisions	An HP service delivery specialist will establish a console session and confirm that the software is at an appropriate revision level. If the revision level is not appropriate, the HP service delivery specialist will download the required revision of software onto the device.
Cable device	An HP service delivery specialist will plug in a sufficient number of cables to ports on the device so that network connectivity and functionality can be demonstrated. The Customer is responsible for providing all required data network cables and an appropriate cabling map that identifies each pre-labeled cable for each port.
Device configuration	An HP service delivery specialist will build and load the configuration file based on the information provided by the Customer as recorded in the completed Customer Configuration Worksheet. Non-HP developed configuration build files are the responsibility of the Customer.
Installation verification tests (IVT)	An HP service delivery specialist will run the appropriate installation verification tests required for this service.
Customer orientation session	<ul style="list-style-type: none">• Upon completion of the installation, the HP service specialist will conduct a basic orientation session on the installation and configuration of your device and will be available to answer questions, as appropriate. This remote orientation session will be completed on the same day as the installation and will not exceed 1 hour.

Service limitations

- This Installation and Startup service is only available for select HP Networking ToR products; please refer to HP or your HP representative for a list of HP products currently covered by this service.
- Services are limited to installation and configuration of 1 or up to 2 Networking TOR product.
- Services such as, but not limited to, the following are excluded from this service:
 - Planning, design, or assessment of the Customer's existing or future network architecture
 - Application integration or integration of third-party products or peripherals not included with the system
 - Service deployment on hardware not covered by an HP warranty or HP support agreement
 - 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
 - Any other products or modules that relate to other technologies (for example, wireless, voice, external WAN/routing, ISP, or security)
 - Services required due to causes external to the HP device being deployed under this service
- Certain product features are excluded from the configuration portion of this service; these product features are as follows:
 - Virtual Router Redundancy Protocol (VRRP)
 - Authentication
 - Security and access control list
 - Setup of VPNs
- Excluded product features may be configured under a separate service on a time and materials basis. Please refer to your HP representative for further details.
- For LAC Region and specifically as it relates to the physical installation of the hardware, travel to sites located within 100km of a primary HP support responsible office is provided at no additional charge. If the site is located more than 100km from the primary HP support responsible office, additional travel charges will be applied. Travel charges will also apply for any site that requires overnight lodging, non-automobile transportation (for example, airplane), or extraordinary travel circumstances.
- Depending on the deployment strategy, deployment of the new networking device may require network downtime as the product is connected into the Customer's current network infrastructure; the Customer should plan for such downtime.

Service eligibility

Customers are eligible for the delivery of this service if they have purchased select HP switching products that are still in their original shipping cartons within 90 days of date of purchase.

Customer responsibilities

The Customer will:

- Ensure that all service prerequisites as identified in the 'Service eligibility' section have been met prior to service delivery
- Ensure that all the information required in the Customer Configuration Worksheet document, provided by HP for this service, has been fully detailed and is accurate; this includes information such as the current network design, the new proposed network design with the HP networking device(s) being deployed, and a topology diagram showing all existing network devices (if applicable), all network IP addresses, and the inventory of connecting devices
- Contact an HP service specialist within 90 days of date of purchase to schedule the delivery of the service
- Retain the product(s) to be installed in the HP shipping carton and place 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 remote network access, 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
- Ensure that all cabling has been pre-installed, pre-tested, and pre-labeled
- Provide a cabling map that diagrams each pre-labeled cable that is to be plugged into the device being installed
- Ensure that site preparation (for example, power, cooling, rack installation, etc.) has been completed at the hardware installation location
- Ensure that all hardware the HP service delivery specialist will need in order to perform this service is available in the device installation location
- Ensure that the rack or mounting surface to which the device will be attached has been prepared for device installation
- Have available rack-mount kits with appropriate HP approved rack-mount kits or hardware
- Ensure that the installation of the new networking device will not interfere with normal operation, or plan for the downtime of the network; HP will not be responsible for any network downtime

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.

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

On-site delivery of the items typically delivered remotely may be available in some geographic locations and where available may result in additional charges. Please contact your local HP representative for details.

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

- Service deployment on hardware covered by a third-party maintenance contract
- Any services not clearly specified in this document
- The services of a project manager

Ordering information

HP Installation and Startup Services are ordered as a fixed-price HP Care Pack. To order these services, contact an HP sales representative or authorized HP reseller.

Care Pack part number | service name - description:

- U8JL9E | HP Top of Rack Startup SVC

For more information

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

HP Network Services: www.hp.com/services/network

HP Networking: www.hp.com/networking

HP support services: www.hp.com/services/support

HP Care Pack services: www.hp.com/services/carepack

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