



HPE Aruba Mobility Controller Installation and Startup Service

HPE Lifecycle Event Services

HPE Installation and Startup Service for Aruba Mobility Controller products coordinates installation, configuration, and verification testing. It is designed to get your new Aruba Mobility Controller device quickly up and running and connected to your wired and wireless network infrastructure.

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

Service planning, device configuration, installation verification testing and orientation are typically delivered remotely under this service. Onsite delivery of these service features may be available in some geographic locations. Where available, onsite delivery of these items may be subject to additional charges. Please contact your local HPE representative for details. Refer to 'Service limitations' below for more details.

Service benefits

- Installation and startup by a Hewlett Packard Enterprise technical specialist
- Availability of a Hewlett Packard Enterprise 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
- 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)

Table 1. Service features

Feature	Delivery specifications
Service planning	An HPE 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 HPE and the Customer, which shall be during local HPE standard business days and hours, excluding HPE holidays, unless otherwise agreed by HPE. Any services provided outside of HPE standard business hours may be subject to additional charges.
Service deployment	HPE will work with the Customer via phone to collate certain Customer-provided required information in order for HPE to complete the Customer Configuration Worksheet for the device(s) being deployed. To complete the worksheet, which is a prerequisite to service delivery, HPE will require information including, not limited to, the following: <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 Please refer to 'Service limitations' for specific exclusions regarding the scope of the configuration services provided under this service.
Unpacking and verification	An HPE service delivery specialist will unpack the device from the HPE 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 HPE service delivery specialist will attach appropriate mounting brackets to the device. The device will then be mounted into the designated location within an existing Customer-supplied rack supported by HPE for the product or onto an appropriate mounting surface provided it has predrilled screw holes. The Customer must provide a clear working area and supply all associated mounting accessories.
Confirmation of software revisions	An HPE service delivery specialist will establish a console session and confirm that the software of the device being installed is at an appropriate revision level. If the revision level is not appropriate, the HPE service delivery specialist will download the required revision of software onto the device, and Customer authorizes HPE to do so.
Cable device	An HPE service delivery specialist will plug in a sufficient number of cables to ports on the device to enable network connectivity. The Customer is responsible for providing all required data network cables and an appropriate cabling map that identifies each pre-labeled cable that must be connected to a port on the device.
Device configuration	An HPE 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-HPE developed configuration build files are the responsibility of the Customer.
Installation verification tests (IVT)	Hewlett Packard Enterprise will run the appropriate installation verification tests required for this service.
Customer orientation session	Upon completion of the installation, the Hewlett Packard Enterprise service specialist will conduct an orientation session on product usage and special features and will be available to answer questions, as appropriate.

Service limitations

All services will be delivered during local HPE standard business days and hours, excluding HPE holidays.

Services will be delivered using a combination of remote or on-site delivery methods, at HPE's discretion.

This installation and startup service is available only for select Aruba Mobility Controller products. Please refer to HPE or your HPE representative for a list of Aruba products currently covered by this service.

Services are limited to installation and configuration of up to two (2) Aruba Mobility Controllers at one customer location subject to the following additional limitations:

- The second device must be configured as a redundant or master backup controller to the first device.
- Both devices must be installed in the same data cabinet.
- Both units must be installed during the same service delivery window.

The following includes, but is not limited to, the product features that are excluded from the configuration portion of this service:

- Security and integration with security applications
- Access Control
- Advanced routing features and protocols

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 wired and/or wireless 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 HPE warranty or HPE support agreement
- Services that, in the opinion of HPE, are required due to unauthorized attempts by non-HPE personnel to install, repair, maintain, or modify hardware, firmware, or software
- Deployment of any other products or modules related to technologies beyond the basic function of the device being deployed under this service, such as voice, external WAN/routing, ISP, or security
- Services required due to causes external to the HPE device being deployed under this service

Excluded product features may be configured under a separate service on a time and materials basis. Please consult an HPE representative for further details.

For the U.S., specifically in terms of physical installation of the hardware, travel to U.S. sites located within 200 miles (320 km) of a primary HPE support responsible office is provided at no additional charge. If the site is located more than 200 miles (320 km) from the primary HPE 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 to the Customer's current network infrastructure; the Customer should plan for such downtime.

Customer responsibilities

The Customer will:

- Ensure that all service prerequisites as identified in the 'Service eligibility' section have been met
- Ensure that all the information required to complete the Customer Configuration Worksheet document, provided by HPE for this service, is accurate and fully detailed, including information such as the current network design; the new proposed network design with the HPE 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

The Customer must permit HPE resources outside the country of purchase to remotely access and configure the Aruba Controller Mobility product(s) in order to be eligible for these services.

Ensure that the device(s) being installed is properly licensed and provide proof of licensing upon request:

- Contact a Hewlett Packard Enterprise 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 HPE shipping cartons in which they were delivered, and ensure they are placed in the immediate location where the installation service will take place in time for the service deployment
- 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 Hewlett Packard Enterprise 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 HPE in facilitating the delivery of this service
- Adhere to licensing terms and conditions regarding the use of any Hewlett Packard Enterprise 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 Hewlett Packard Enterprise 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 diagramming each pre-labeled cable that is to be plugged in to 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 HPE 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 appropriate HPE-approved rack-mount kits or hardware
- Either ensure that installation of the new networking device will not interfere with normal operation, or else plan for the downtime of the network during installation

General provisions/Other exclusions

Hewlett Packard Enterprise 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.

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

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

Data sheet

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

Onsite delivery of the items that are typically delivered remotely under this service may be available in some geographic locations. Where available, such delivery may result in additional charges. Please contact your local HPE 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
- Service required due to causes external to the Hewlett Packard Enterprise maintained hardware or software
- Any services not clearly specified in this document
- The services of a project manager

Ordering information

HPE Installation and Startup Services are ordered as a fixed-price HPE Support Service. To order these services, please contact a Hewlett Packard Enterprise sales representative or authorized Hewlett Packard Enterprise reseller.

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

- H1RS8E or HA114A1#5ZP—HPE Aruba Mobility Controller Installation and Startup SVC

For more information

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

hpe.com/services/support

hpe.com/services/lifecycleevent