

# HP Installation and Startup of HP ProLiant Servers

HP Care Pack Services

HP Services



## Service overview

HP Installation and Startup of HP ProLiant Servers provides for the installation of your new HP ProLiant server and operating system. This will assist you in

bringing your new HP ProLiant server and operating system into operation in a timely and professional manner.

## Service benefits

This service provides a trained HP service specialist to perform an installation that meets HP quality standards, for:

- Delivery of the service at a mutually scheduled time convenient to your organization
- Availability of an HP service specialist to answer

basic questions during the onsite delivery of this service

- Custom installation as detailed in "Delivery specifications" or in a Statement of Work (SOW)
- Verification prior to installation that all service prerequisites are met

## Service feature highlights

- Service planning
- Service deployment

- Installation verification tests (IVT)
- Customer orientation session

## Service features

Table 1. Service features

Feature	Delivery specifications
<b>Service planning</b>	An HP 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 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.
<b>Service deployment</b>	The deployment activities will include: <b>Hardware</b> <ul style="list-style-type: none"><li>• Installation of the server: unpacking the server, inspecting it for damage, and installing it according to the product specifications (if the server is part of a rack system, it will be inserted into the rack)</li><li>• Installation of hardware options: system hardware options purchased with the system will be installed at the same time</li><li>• Physical connection of the product to a LAN or WAN, as appropriate</li><li>• Setup and configuration of a single print queue and one locally connected printer that is supported by the installed operating system</li><li>• Consolidation of all packaging material and notification to the Customer that the materials are ready for removal</li></ul>

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## Software

- For Microsoft® Windows®:
    - Installation of the operating system and the appropriate network protocols, as required
    - Creation of a Windows Server account with up to ten user accounts
    - Creation and setup of one Windows Server file share on a local disk
    - For ProLiant Packaged Cluster only, installation and configuration of Microsoft cluster software according to the product installation guide
  - For Novell NetWare:
    - Installation of the operating system and the appropriate network protocols, as required
    - Creation of a single-layer NDS structure
    - Configuration of ten Novell NetWare clients
    - Configuration of an additional server into an existing Novell NetWare NDS structure
  - For Linux Server operating systems\*:
    - Installation of the operating system and the appropriate network protocols, as required
    - Installation of HP drivers, as applicable
    - Creation of a Linux server account with up to ten user accounts
- \* The supported Linux distributions are: Red Hat, SUSE, Caldera, TurboLinux, Mandrake, Debian, and Conectiva.

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**Installation verification tests (IVT)** HP will run the appropriate installation verification tests required for this service, such as power-on self-tests (POSTs) specific to the product being installed, verification of product operation, and verification that the current device software and firmware are loaded.

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**Customer orientation session** Upon completion of the deployment activities, the HP service specialist will provide an orientation session, up to one hour, on the product and/or technology, to include information on basic hardware product usage and hardware features.

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## Service eligibility

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

- Have a new HP ProLiant server and a supported version of either Microsoft, Linux, or Novell operating system and valid licenses
- Have no earlier version of the operating system installed on the new HP ProLiant server for which this service is to be applied
- Have all cabling and network connections installed and functional

## Service limitations

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

- Service deployment on hardware not covered by an HP warranty or HP 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 HP, are required due to unauthorized attempts by non-HP personnel to install, repair, maintain, or modify hardware, firmware, or software
- Services required due to causes external to the HP-maintained hardware or software

- Environmental compliance or site preparation
- External cabling
- Application integration or integration of third-party products or peripherals not included with the system
- Assembly of external storage devices
- Assembly of racks or other computer room site preparation
- Software training, troubleshooting, repair, tuning, or customization
- Any services not clearly specified in this document

## Customer responsibilities

The Customer will:

- Contact an HP service specialist within 90 days of date of purchase to schedule the delivery of the service
- Coordinate service deployment on third-party-maintained products (if applicable) with HP
- 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 HP in facilitating the delivery of this service
- Ensure that all service prerequisites as identified under "Service eligibility" are met

- Ensure that all site preparation, power supply compatibility requirements, network cabling, and other specified service prerequisites, as listed in the 'Service eligibility' section, have been met
- Ensure availability of all hardware, firmware, and software that the HP service specialist will need in order to deliver this service
- Allow HP full and unrestricted access to all locations where the service is to be performed
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required
- Be responsible for all data backup and restore operations

## General provisions/Other exclusions

HP reserves the right to charge, on a time and materials basis, for any additional work over and

above this 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 reprice 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.

## For more information

For more information on HP Services, contact your local HP sales office or HP Preferred Partner sales office or visit our Web sites at:

[www.hp.com/hps/support](http://www.hp.com/hps/support)

[www.hp.com/hps/carepack](http://www.hp.com/hps/carepack)

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5982-7572EEE Rev. 2 , September 2007

