

# HP Installation and Startup of VMware Server

HP Care Pack Services

Technical data



HP Installation and Startup Service for VMware is available either as a fixed price, fixed content service or as a custom quote based on a Statement of Work.

HP Installation and Startup Service for VMware is available as two packages. Package 1 is a fixed price, fixed content service and Package 2 is available as a custom quote based on a Statement of Work.

**Package 1** includes the onsite installation, configuration, and startup activities in support of VMware GSX Server or VMware ESX Server on one supported HP ProLiant server platform. This service will provide for the installation of ESX Server as the operating system or layer GSX Server onto a supported operating system, create a single virtual machine, and install one instance of a supported guest operating



system. A master image will be made from the first virtual machine and replicated/cloned onto a second virtual machine. The HP service specialist delivering this service will provide up to one hour of orientation on product usage, including how to install and de-install the VMware Server software, create virtual machines, install operating systems onto the virtual machines, configure and verify network connectivity, and clone a master image.

**Package 2** may be composed of any or all of the service deliverables listed above as well as other Customer-specified requirements. The service to be performed in Package 2 will be identified in a Statement of Work.

## Service benefits

This service provides installation by a trained service delivery specialist according to HP quality standards:

- Verification that any service prerequisites are met prior to installation
- Service delivery at a mutually agreed scheduled time

- Product installation that adheres to the product specifications
- Availability of a service delivery specialist to answer questions during the onsite delivery of the service
- Custom installation as detailed in the Delivery Specifications section below or in a Statement of Work

## Service feature highlights

- Service planning
- Service deployment
- Installation verification tests (IVT) required for this service
- Customer orientation session

## Specifications

Table 1. Service features

Feature	Delivery specifications
<b>Service planning</b>	An HP service delivery specialist will confirm with the Customer that the prerequisites have been met, and will 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>	<p>The deployment activities will include the following:</p> <p><b>Package 1</b></p> <ul style="list-style-type: none"><li>• Using the Customer-provided workstation, install the VMware ESX Server software on a ProLiant server hardware platform to act as the host operating system, or layer the VMware GSX Server onto the current operating system running on a ProLiant hardware platform</li><li>• Create one virtual machine and install the guest operating system</li><li>• Create a master image from the first virtual machine</li><li>• Create a second virtual machine</li><li>• Replicate/clone the OS onto the second virtual machine</li></ul> <p><b>Package 2</b></p> <ul style="list-style-type: none"><li>• Perform the installation and configuration activities as identified in a custom Statement of Work</li></ul>
<b>Installation verification tests (IVT)</b>	<ul style="list-style-type: none"><li>• Upon completion of the installation, the HP service delivery specialist will log onto the server and verify account access.</li></ul>
<b>Customer orientation session</b>	<p>The HP service delivery specialist will conduct an orientation session on the product and technology, and will provide up to one hour of orientation to include:</p> <ul style="list-style-type: none"><li>• How to install and de-install VMware</li><li>• How to create virtual machines</li><li>• How to install operating systems on the newly created virtual machines</li><li>• How to configure and verify network connectivity</li><li>• How to create cloned operating system images</li><li>• Discuss, after the completion of the installation, future application installations and other customization requirements with the Customer and recommend additional services</li></ul>

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 service maintenance contract
- 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
- Installation of any hardware or other physical components, such as network cabling
- 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:
  - For ESX Server, a supported HP hardware server and a supported guest operating system
  - For GSX Server, a supported HP hardware server running a supported host operating system, and a supported guest operating system
  - A system designated as a remote workstation that is networked and can access the hosting server using a Web browser via the TCP/IP network protocol
  - A copy of a valid VMware media kit and CPU license(s)

For a list of supported hardware platforms and host and guest operating systems, please refer to the HP ProLiant IT Consolidation—VMware Web site at:

**<http://h18004.www1.hp.com/products/servers/consolidation/vmware.html>**

## Customer responsibilities

The Customer will:

- Contact an HP service delivery 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 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 Eligibility are met
- Ensure that all hardware, firmware, and software that the HP service delivery specialist will need in order to deliver this service are available
- Allow HP full and unrestricted access to all locations where the service is to be delivered
- 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
- Provide a network environment that is currently running and in good working order
- Provide licensed copies of the software to be installed

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This service provides installation by a trained service delivery specialist according to HP quality standards.

## 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 not met by the Customer.
- Should the Customer not, within 90 days of having purchased the service, contact HP to schedule its subsequent delivery, HP reserves the right to re-evaluate the charges for this service.
- 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 may provide to HP.

## For more information

For more information on HP Services, contact any of our worldwide sales offices or visit our Web site at:

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

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