

HP Installation and Startup of HP Servers

Technical data

HP Care Pack Services



Bring your new HP server and operating system into operation quickly.



HP Installation and Startup of HP Servers provide for the installation of your new HP server and operating system. This will enable you to bring your new HP server and operating system into operation in a timely and professional manner.

Service benefits

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

- Verification prior to installation that all service prerequisites are met
- Product installation that follows the product manufacturer's specification

Service feature highlights

- Availability of an HP service specialist to answer questions during the onsite delivery of the service
- Delivery of the service at a mutually scheduled time
- Custom installation as detailed in the Delivery specifications below to support your unique configuration requirements
- Service planning
- Service deployment
- Installation verification tests (IVT) required for this service
- Customer orientation session

Specifications

Table 1. Service features

Feature	Delivery specifications
Service planning	An HP service delivery 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 might be subject to additional charges.
Service deployment	<p>The deployment activities will include:</p> <p>Hardware</p> <ul style="list-style-type: none">• Installation of the server: Unpacking the server, inspecting for damage, and installation per the product specifications (If the server is part of a rack system, it will be inserted into the rack.)• Installation of hardware options: Hardware options purchased with the system will be installed at the same time.• Physical connection of the equipment to a LAN or WAN, as appropriate• Consolidation of all packaging material and notification to the Customer that the materials are ready for removal <p>Software</p> <ul style="list-style-type: none">• Installation of any HP supplied management tools, e.g., Insight Manager.• For Microsoft® Windows®:<ul style="list-style-type: none">– 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 fileshare on a local disk• For Novell NetWare:<ul style="list-style-type: none">– 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*:<ul style="list-style-type: none">– 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 <p>*The supported Linux distributions are: Red Hat, SuSE, Caldera, TurboLinux, Mandrake, Debian, and Conectiva.</p>
Installation verification tests (IVT)	HP will run the appropriate installation verification test required for this service, e.g. power-on self tests (POSTs), specific to the server being installed; verify equipment operations; and verify that the current device software and firmware are loaded.
Customer orientation session	<p>The HP service specialist will provide orientation on the product and/or technology, to include:</p> <ul style="list-style-type: none">• Information on basic hardware product usage and hardware features

The following are some of the activities not included in 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
- 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
- Configuration of the operating system, network, or cluster components beyond what is described in Table 1
- Environmental compliance or site preparation
- External cabling
- Application integration
- 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

Service eligibility

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

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

Customer responsibilities

The Customer will:

- Contact an HP service specialist to schedule the delivery of the service within 90 days of date of purchase
- Coordinate service deployment on third-party-maintained hardware/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 to facilitate the delivery of this service
- Ensure that all service prerequisites as identified above under "eligibility" are met
- Ensure that all hardware, firmware, and software that the HP service specialist will need in order to deliver this service are available and, for software products, are properly licensed
- 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
- Have clients that are running the appropriate operating system and that are networked if they are to be integrated as server clients

HP Installation and Startup of HP Servers

HP will provide custom installation and installation verification testing as well as customer orientation.

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.
- 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 any of our worldwide sales offices or visit our Web site at:

www.hp.com/hps/support

© 2003 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. HP shall not be liable for technical or editorial errors or omissions contained herein.

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

HP Customer Support Services are governed by Exhibit SS5 and the HP Terms and Conditions of Sale and Service, HP Business Terms or HP Global Agreement.

To learn more, visit www.hp.com

5981-9300EN, 07/2003

