

HPE INSTALLATION AND STARTUP OF HPE PROLIANT SERVERS

HPE Support Services

SERVICE OVERVIEW

HPE Installation and Startup of HPE ProLiant servers provides for the installation of your new HPE ProLiant server and eligible operating system. This service will assist you in bringing your new HPE ProLiant server and operating system into operation in a timely and professional manner.

SERVICE BENEFITS

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

- Delivery of the service at a mutually scheduled time convenient to your organization
- Helps you effectively utilize HPE products from the knowledge gained during on-site delivery of the 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 (IVTs)
- Customer orientation session

TABLE 1. SERVICE FEATURES

FEATURE	DELIVERY SPECIFICATIONS
Service planning	An HPE 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 HPE and the Customer, which shall be during local HPE standard business 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	The deployment activities will include: Hardware • 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.) • Installation of hardware options: System hardware options purchased with the system will be installed at the same time • Physical connection of the product to a LAN, as appropriate • Consolidation of all packaging material and notification to the Customer that the materials are ready for removal Software Installation of one eligible Operating System. Eligible Operating Systems are defined below: • For Microsoft® Windows Server®: – Installation of the operating system and the appropriate network protocols, as required – Creation of a Windows Server account with up to three user accounts – Creation and setup of one Windows Server file share on a local disk – For ProLiant DL380 Packaged Cluster only, installation and configuration of Microsoft Cluster software according to the product installation guide • For Linux® server operating systems:* – Installation of the operating system and the appropriate network protocols, as required – Installation of HPE drivers, as applicable – Creation of a Linux server account with up to three user accounts The supported Linux distributions for installation as part of this service are Red Hat® Enterprise Linux (RHEL) and SUSE Linux Enterprise Server (SLES). *For systems with multiple servers per chassis, one operating system (OS) image will be installed on one server node within the chassis. If an established HPE Insight Cluster Management Utility (CMU) or Microsoft WDS environment exists with a functional PXE boot environment and server provisioning capabilities to load an OS image, then the HPE installation engineer will load one OS image to all server nodes within the chassis. Enable remote support to allow for automatic case creation for hardware failures, and for proactive deliverables provided under applicable service levels. This enablement is for supported devices only and is conditional on the existence of a foundational HPE remote support application already established in the Customer's server environment. For more information on remote support, go to hpe.com/services/getconnected.
Installation verification tests (IVTs)	HPE 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.
Customer orientation session	Upon completion of the deployment activities, the HPE 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.



SERVICE ELIGIBILITY

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

- Have a new HPE ProLiant server and a supported version of Microsoft or Linux operating system and valid licenses
- Have no earlier version of the operating system installed on the new HPE 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 HPE warranty or HPE support agreement
- Service deployment on hardware covered by a third-party maintenance contract
- Operating system provisioning with a third-party or customized software tool
- Installation of ineligible operating systems or more than one operating system
- Planning, design, implementation, or assessment of the Customer's overall SAN or fabric architecture
- Services that, in the opinion of Hewlett Packard Enterprise, are required due to unauthorized attempts by non-HPE personnel to install, repair, maintain, or modify hardware, firmware, or software
- Site inspection activities such as a comprehensive analysis of the Customer facility's power, cooling humidity, airborne contaminant, vibration levels, and determination of whether the data center's raised floor has sufficient structural capability to accommodate the weight of newly installed equipment
- 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 HPE 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 Hewlett Packard Enterprise



- Designate a person from the Customer's staff who, on behalf of the Customer, will grant all approvals, provide information, and otherwise be available to assist HPE 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 configuration, and other specified service prerequisites, as listed in the "Service eligibility" section have been met
- Allow Hewlett Packard Enterprise 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

HPE 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.

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

HPE'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.

Travel charges may apply; please consult your local office.

SUPPLEMENTAL TERMS

The following supplemental terms apply to these services and take precedence in the event of any conflict:

- Upon receipt of an acceptable order, HPE will contact the Customer within seven (7) business days to organize a service delivery date. Service delivery dates are subject to resource availability and may be scheduled up to 30 days from the order acceptance date.
- The Customer must schedule and receive delivery of these services within 180 days from order acceptance. HPE reserves the right to reprice for services not scheduled and delivered within 180 days. Backorders or shipment delays may affect the delivery timeline. Orders for services will expire after 365 days (one year) from the order acceptance date for services not scheduled and delivered, and the Customer will not be entitled to a refund for the unused services.

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