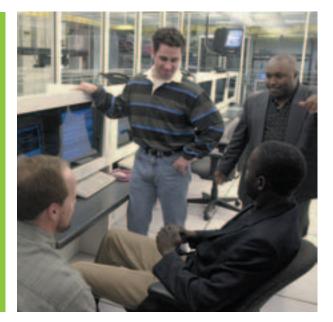
HP Installation and Startup of HP Servers

HP Care Pack Services

-hp

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

Service feature highlights

• Service planning

• Availability of an HP service

specialist to answer questions

mutually scheduled timeCustom installation as detailed in

the Delivery specifications below

during the onsite delivery of

• Delivery of the service at a

to support your unique

configuration requirements

the service

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

• Verification prior to installation that all service prerequisites are met

This service provides a trained

HP service delivery specialist to

HP quality standards, for:

perform an installation that meets

• Product installation that follows the product manufacturer's specification

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 agree by HP. Any services provided outside of HP standard business hours might be subject to additional charges.
Service deployment	The deployment activities will include:
	Hardware
	 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
	· Consolidation of all packaging indiendi and hollification to the Costonier that the indiendis are ready for removal
	Software
	 Installation of any HP supplied management tools, e.g., Insight Manager.
	• 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 fileshare on a local disk 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.
nstallation 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	The HP service specialist will provide orientation on the product and/or technology, to include:
	 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-partymaintained 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

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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

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