HP Installation and Startup Service for ProLiant Essentials: HP Systems Insight Manager, Management Agents
HP Care Pack Services

Technical data

This service complements the HP Installation and Startup Service for ProLiant Essentials: Systems Insight Manager by providing installation of the current versions of the Management Agents and related software into your managed server environment to enable the addition of five supported HP servers located at a single site. HP will also provide orientation as detailed in the Delivery Specifications for your operations staff on the usage, management, and maintenance of your HP managed server environment.

Service benefits
This service provides installation by a trained service delivery specialist according to HP quality standards, including:

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

- Service planning
- Service deployment
- Installation verification tests (IVT)
- Customer orientation session

HP Support Services are governed by the HP Terms and Conditions of Sale and Service, HP Business Terms or HP Global Agreement.
### Specifications

**Table 1. Service features**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Delivery specifications</th>
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<tr>
<td><strong>Service planning</strong></td>
<td>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.</td>
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<td><strong>Service Deployment</strong></td>
<td>Deployment activities, listed below by service package, will include the following:</td>
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<td><strong>Installation verification Tests (IVT)</strong></td>
<td>Upon completion of the installation and configuration of the software on the managed servers, the HP service delivery specialist will:</td>
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<td>• Log onto the management server and verify the connectivity to the managed servers by displaying the discovered devices in the &quot;All Systems&quot; list</td>
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<td>• Configure the HP Systems Insight Manager security parameters per the Customer’s requirements</td>
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<td>• Display the discovered devices in the ‘All Systems’ list</td>
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<td>• Configure the events in the ‘All Event’ list</td>
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<td>• Display general information about discovered systems such as management agents and data collection report</td>
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<td><strong>Conduct Customer Orientation Session</strong></td>
<td>The HP service specialist will conduct a Customer orientation session, not to exceed 20 minutes, to provide the Customer with information on the usage, management, and maintenance of the newly created server management environment.</td>
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### Service eligibility

- Have sufficient available resources on the servers systems to install the software required to deliver this service
- Provide operational HP servers supported by HP System Insight Manager running licensed versions of an operating system supported by HP System Insight Manager, as identified at: http://h18013.www1.hp.com/products/servers/management/hpsim/quickspecs.html
- Provide a properly administered SQL Server or take responsibility for the administration of the database engine installed as part of this service
- Have a working IP network
- Have SNMP enabled
Service limitations

Activities such as, but not limited to, the following are excluded from 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
- 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
- Planning, design, implementation, or assessment of the Customer's overall SAN or fabric architecture
- Resolution of hardware-related start-up problems encountered during the delivery of the service
- Any services not clearly specified in this document

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
- Provide a network environment that is currently running and in good working order
- Allow HP full and unrestricted access to all locations where the service is to be delivered
- 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
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required
- Verify 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
- Be responsible for all data backup and restore operations
- Coordinate service deployment on third-party-maintained hardware and software (if applicable) with HP
- Perform a backup of each of the servers prior to the delivery of the service

General provisions/Other exclusions

- For more information on how to subscribe to receive updates of SmartStart and the Management CDs (which includes HP Systems Insight Manager), go to: http://h18000.www1.hp.com/products/servers/management/smartstart/subscription.html
- 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.
• The ability of HP 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.

• HP will supply the HP ProLiant Foundations Pack that contains the standard software package if the Customer does not have a current version.

• Should the Customer not, within 90 days of having purchased the service, contact HP to schedule the delivery of this service, HP reserves the right to re-evaluate the charges for this service.

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