

# HP Installation and Startup Service for HP Insight Control Environment for Linux

## HP Care Pack Services

Technical data



HP Installation and Startup Service for HP Insight Control Environment (ICE) for Linux provides for the deployment and configuration of ICE for Linux on a supported HP ProLiant server.

This service will provide you with a pre-installation session with an HP service specialist, installation and configuration of HP Systems Insight Manager (SIM) and HP ICE for Linux on a supported HP ProLiant server, and the use of ICE for Linux to capture and deploy a single Linux OS image on up to 16 ProLiant servers. The service will conclude with an orientation session to help familiarize you with the product usage.

### **Service benefits**

- Installation and startup by an HP technical specialist
- Availability of an HP service specialist to answer basic questions during the delivery of this service
- Delivery of the service at a mutually scheduled time convenient to your organization
- Verification prior to installation that all service prerequisites are met

### **Service features highlights**

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

## Specifications

Table 1. Service features

Feature	Delivery specifications
<b>Service planning</b>	An HP service specialist will plan all the necessary activities, including the identification of any prerequisites, 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 may be subject to additional charges.
<b>Service deployment</b>	Software deployment activities by the service specialist will include: <ul style="list-style-type: none"><li>• Installing and configuring the HP SIM central management server on a supported ProLiant server running a supported Linux operating system</li><li>• Installing and configuring the ICE for Linux central management server (CMS) on the HP SIM server</li><li>• Applying the ICE for Linux licenses and keys purchased by the Customer</li><li>• Copying Customer-supplied and supported Linux OS files from CD/DVD media onto the ICE for Linux CMS server</li><li>• Installing a supported Linux OS onto a single target server</li><li>• Capturing one (1) target image onto the ICE for Linux CMS server</li><li>• Deploying the captured image on up to 16 ProLiant servers (either blade or non-blade)</li></ul>
<b>Installation verification tests (IVT)</b>	HP will run the appropriate installation verification tests required for this service.
<b>Customer orientation session</b>	Upon completion of the installation, the HP service specialist will conduct an orientation session on product usage and special features and will be available to answer questions, as appropriate.

## Service eligibility

Customers are eligible for the delivery of this service if they meet the following prerequisites:

- The Customer must be properly licensed for HP ICE for Linux.
- The Customer must meet the prerequisites for hardware and supported Linux operating systems as set out in the ICE for Linux documentation.
- The Customer must have a supported server running a supported Linux OS on which HP SIM and the ICE for Linux CMS will be deployed.

## Customer responsibilities

The Customer will:

- Contact an HP service specialist within 90 days of date of purchase to schedule the delivery of the service
- Ensure that all service prerequisites as identified in the 'Service eligibility' section have been met
- Uncrate products and place the boxes in the immediate location where the installation service will take place

- Assign a designated person from the Customer's staff who, on behalf of the Customer, will grant all approvals; provide information; ensure that all hardware, firmware, and software that the HP service specialist will need in order to deliver this service are available and that software products are properly licensed; and otherwise be available to assist HP in facilitating the delivery of this service
- Adhere to licensing terms and conditions regarding the use of any HP service tools used to facilitate the delivery of this service, if applicable
- Be responsible for all data backup and restore operations
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required
- Allow HP full and unrestricted access to all locations where the service is to be performed
- Supply valid licenses for all Linux OS instances to be deployed

## General provisions/Other exclusions

HP reserves the right to charge, on a time and materials basis, for any additional work over and above the service package pricing that may result from work required to address service prerequisites or other requirements that are not met by the Customer.

HP reserves the right to re-price 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.

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
- Service required due to causes external to the HP maintained hardware or software
- Installation and configuration of HP BladeSystem enclosures, ProLiant servers, or other related hardware (available separately from HP)
- Installation and configuration services for storage area networks (SANs) (available separately from HP)
- Network design and configuration services to integrate the network interconnect devices into the Customer's environment (available separately from HP)
- Any services not clearly specified in this document

## Ordering information

This service can be ordered using the following service part number(s): UF372E or HA124A1-59E

## For more information

For more information on HP Services, contact any of our worldwide sales offices or visit one of the following web sites:

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

**HP Care Pack services: [www.hp.com/hps/carepack](http://www.hp.com/hps/carepack)**

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4AA0-9169ENN Rev. 1, March 2008

