HP Installation and Startup Service for Microsoft Windows Server Operating System

HP Care Pack Services

HP Installation and Startup Service for Microsoft® Windows® Server Operating Systems comprises the installation, configuration, and startup activities for selected Microsoft Windows Server products, which are delivered on a single supported HP ProLiant server.

This service includes pre-installation planning by an HP specialist, installation of Microsoft Windows Server and the appropriate network protocols, integration of the server into your network environment, network interface card (NIC) configuration, print queue setup, configuration of HP Integrated Lights-Out (iLO—for ProLiant servers only), and a basic customer orientation session on product usage.

The following Microsoft Windows operating systems are supported by this service: Windows Server 2012 Foundation, Essentials, Standard, and Datacenter editions on HP ProLiant MicroServer, ML, DL, SL, and BL servers. Windows 2008 R2 Standard, Enterprise, and Datacenter editions are supported on ProLiant servers (64 bit).

Keeping your systems current with the latest service packs and security releases helps ensure that HP can provide a high level of support for your systems. Refer to the HP interactive Windows Support and Certification website (**www.hp.com/services/microsoftsupport)** for support and certification information on HP ProLiant and BladeSystem servers (64 bit only). You can obtain driver download, certification, and support information by clicking on the appropriate server name on the site.

Important note: The 1.5 and 2.2 GHz ProLiant MicroServer products are supported. Custom deployments of Microsoft operating systems are also available with a custom Statement of Work (SOW).

Service benefits

This service provides a trained HP service specialist to perform an installation that meets HP quality standards, including:
- Verification prior to installation that all service prerequisites are met
- Delivery of the service at a mutually scheduled time convenient to your organization
- Availability of an HP service specialist to answer basic questions related to this service during the customer orientation session

Service feature highlights

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

Specifications

Table 1. Service features

Feature	Delivery specifications
Service planning	An HP 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 HP and the Customer, which shall be during local HP standard business hours excluding HP holidays, unless otherwise agreed by HP.
Service deployment	The deployment activities will include the following: • Installing the specified Microsoft Windows Server operating system on an HP ProLiant server platform • Configuring up to two supported NICs (network cabling must be present, installed, and functional)

	• Installing and configuring the appropriate network protocols supported by the operating system • Setting up and configuring a single print queue and one locally connected printer that is included on the appropriate Microsoft Hardware Compatibility List (HCL) • Initiating a one-time system backup using a locally connected and configured backup device; this backup is to be performed by the Customer's operations support staff
Installation verification tests (IVT)	Upon completion of the installation, the HP service specialist will log onto the server and verify account access.
Customer orientation session	The HP service specialist will conduct a customer orientation session on the product and technology, during which time the service specialist will: • Provide information on product usage and special features, and be available to answer questions, as appropriate, for up to 20 minutes after the installation process is complete • Discuss future application installations and other customization requirements with the Customer and recommend additional services

Service limitations

Excluded from this service are activities such as, but not limited to, the following:
• Service deployment on hardware not covered by an HP warranty or support agreement
• 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
• Installation of application software, such as HP Systems Insight Manager, SQL, etc.
• Installation or configuration of a cluster environment
• Installation of external storage, such as a storage area network
• Any services not clearly specified in this document

Service eligibility

The Customer must meet the following prerequisites for delivery of this service:
• The Customer must have purchased licenses for the Microsoft product or products to be installed.
• The Customer must provide the HP service specialist with the media for the Microsoft operating system and HP service tools that accompanied the HP ProLiant and BladeSystem servers.
• For ProLiant platforms, the Customer must ensure that the ProLiant server is qualified to run this Microsoft operating system.
• Any Customer hardware related to the delivery of this service must be listed on the appropriate Microsoft HCL, which is available at: **www.windowsservercatalog.com**

Customer responsibilities

The Customer will:
• Contact an HP service specialist within 90 days of date of purchase to schedule the delivery of the service
• Coordinate service deployment on third-party-maintained hardware or 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 in facilitating the delivery of this service
• Allow HP full and unrestricted access to all locations where the service is to be performed
• Be responsible for all data backup and restore operations
• 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, properly licensed

This data sheet is governed by HP's current standard sales terms or, if applicable, the Customer's purchase agreement with HP.

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- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required

General provisions/Other exclusions

Travel charges may apply in some geographic locations. Please contact your local HP representative for details.

Ordering information

This service can be ordered using the following service part numbers:
- U5717E (Fixed Care Pack)
- HA114A1#5FR (Up-front Flexible Care Pack)

For more information

For more information on HP Services, contact any of our worldwide sales offices or visit our website at:

www.hp.com/services/support