HPE Installation and Startup Service for HPE Insight Control

HPE Lifecycle Event Services

Service overview

HPE Installation and Startup Service for HPE Insight Control provides for the deployment and basic configuration of HPE Insight Control software on a single central management server (CMS) for HPE ProLiant servers or BladeSystem servers, HPE ProLiant DL series servers, or HPE BladeSystem servers. This service also includes the configuration of up to five managed nodes. Only one instance of this service is required per CMS, which can manage up to 1,000 nodes.

This service includes a pre-installation session with a Hewlett Packard Enterprise service specialist, followed by installation and basic configuration of the HPE Insight Control components on a supported HPE ProLiant ML, HPE ProLiant DL, or HPE BladeSystem server. The service will conclude with an orientation session to help familiarize you with product usage. **Note:** Insight Control is not supported on Gen10 servers. HPE SIM supports select Gen10 servers. Please refer to the current release notes at the **HPE Information Library** for details.

Service benefits

• Installation and startup by a Hewlett Packard Enterprise technical specialist

• Availability of a Hewlett Packard Enterprise 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

Table 1. Service features

Feature	Delivery specifications
Service planning	A Hewlett Packard Enterprise 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 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. A Hewlett Packard Enterprise service specialist will conduct a remote planning meeting to review the Customer's environment, discuss pre-installation activities, and confirm with the Customer that the service prerequisites have been met.
Service deployment	Software deployment activities will include installation and basic configuration of HPE Insight Control software on a Customer-supplied ProLiant server, also known as the central management server (CMS). Insight Control includes the following components: • HPE Systems Insight Manager (HPE SIM) server and agents • HPE Integrated Lights-Out • HPE Insight Control power management • HPE Insight Control performance management • HPE Insight virtualization manager Additional service deployment activities include: • Running a system discovery • Completing HPE Insight Control performance management setup and configuring monitoring settings for the server hardware • Installing and configuring HPE Insight Remote Support on the CMS, if the Customer agrees to provide an external internet connection (optional)
Installation verification tests (IVT)	Hewlett Packard Enterprise will run the appropriate installation verification tests required for this service.
Customer orientation session	Upon completion of the installation, the Hewlett Packard Enterprise 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:

• Meet the criteria identified in the **Customer responsibilities** section of this document

• Be properly licensed for HPE Insight Control software

• Meet the hardware prerequisites for HPE Insight Control software

• Have an existing or new functional/operational server, preconfigured with an operating system and relevant service packs and hot-fixes, on which HPE SIM can be installed and configured

• Ensure firewall setup to enable HPE SIM communication between servers within the system management environment

• Have IP forwarding enabled

• Ensure that the CMS is located on the same subnet as the managed servers

The Customer must also meet the following network infrastructure prerequisites:

• Dynamic Host Configuration Protocol (DHCP) must be installed and configured for this subnet

• In order to enable HPE Insight Remote Support, the Customer must have a valid system warranty or hardware service contract

Customer responsibilities

The Customer will:

• Contact a Hewlett Packard Enterprise 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 Hewlett Packard Enterprise 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 HPE in facilitating the delivery of this service

• Adhere to licensing terms and conditions regarding the use of any Hewlett Packard Enterprise 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 Hewlett Packard Enterprise full and unrestricted access to all locations where the service is to be performed

• Provide a designated HPE ProLiant server for deployment and management

• Provide the HPE Insight Control Management DVD and the operating system media (and any associated product keys)

• Provide local network access to the CMS on which Insight Control software is to be installed

• Provide a service account that has local administrator privileges on the CMS

• Ensure that DHCP is installed

• Review, complete, and provide to the service specialist the pre-installation checklist

To enable HPE Insight Control Remote Support, the Customer must:

• Provide a continuous external internet connection to enable Hewlett Packard Enterprise to provide automated remote support

• Provide SMTP support for mail notification

General provisions/other exclusions

Customer acknowledges and agrees that HPE may use resources outside the country of purchase for delivery of these services unless otherwise specified as part of a service feature description.

Hewlett Packard Enterprise 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.

Hewlett Packard Enterprise reserves the right to re-price this service if the Customer does not schedule and provide for subsequent delivery within 90 days of purchase.

Hewlett Packard Enterprise'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.

Multi-subnet or VLAN configurations are supported, but configuration of this type of environment is outside the scope of this service.

Installation and configuration of Microsoft® SQL Server or VMware® products are not included in this service, but are available as separately orderable services from Hewlett Packard Enterprise.

Activities such as, but not limited to, the following are excluded from this service:

• Service deployment on hardware not covered by a Hewlett Packard Enterprise warranty or service maintenance contract

• Service deployment on hardware covered by a third-party maintenance contract

• 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

• Service required due to causes external to the Hewlett Packard Enterprise maintained hardware or software

• Any services not clearly specified in this document

Ordering information

This service can be ordered using the following service part number(s):

• UF369E or HA124A1-59B

Learn more at
hpe.com/services/support
hpe.com/services/lifecycleevent

Make the right purchase decision. Click here to chat with our presales specialists.

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