

Software Installation Service

HP Professional Services



Service benefits

- HP installation of Commercial Software Solutions
- Standard installation worldwide
- Easy to order options

Prerequisites

- Software solution license(s)
- Software solution maintenance and support

Service overview

Once a software license has been obtained by a customer, an HP-certified representative will complete the server-based or device-based installation, configuration, and integration of the software as per specifications. The representative will do so in line with a pre-agreed deployment schedule and will verify that the solution is fully functional and essential policies are in place. If the software is a device-based install, the customer must ensure that the fleet of devices is installed and operational before initiating software installation.

Specifications

HP Installation Service

In this basic version of the installation service, an HP service agent will install new software and verify that it is operational. High-level familiarization of software features may be provided, if included with installation service—or may be specified as a separate service for detailed training.

HP Installation Service for Commercial Software Solutions

The customer will schedule an appointment (via hp3s.ext.hp.com) after delivery of the software licenses and completion of any pre-installation checklists. HP will schedule an appointment with one person per site. Installation service includes the following:

- **Installation planning:** HP will plan the necessary activities in consultation with the customer, including identification of any prerequisites. If applicable, HP will provide a pre-installation checklist with requirements that must be completed by the customer prior to the installation. HP will verify with the customer that the service prerequisites have been met prior to delivery of the service.
- **Software installation:** HP will deploy software as mutually agreed by the parties. HP will complete the server-based or device-based installation, configuration, and integration activities necessary to enable operation of the software solution.
- **Installation verification:** Upon completion of installation, HP will run a test to verify that the software installation is operational.

Delivery completion times are subject to HP and its authorized service providers' availability. The installation service provider will attempt completion in a single visit. Any services provided outside of HP standard business hours may be subject to additional charges.



Software
Installation
Service

Customer responsibilities

Pre-installation

The customer must comply with software product specifications, server requirements, and supported devices as defined in the HP Commercial Software Brochure and white papers available at hp.com/printsolutions. The customer must also:

- Check all targeted devices (except those installed by HP) for software compatibility based on information provided by HP during pre-installation planning. In the event of device incompatibilities, the customer must bring the targeted devices into compatibility prior to software installation by exercising one of the following options, which may result in a change order:
 - Replace device with compatible device
 - Update device firmware or hard drive to the proper level to support the software
 - Exclude device from the project scope
- Identify and provide IP addresses for targeted devices (and DNS resolution if applicable) prior to installation date as agreed with HP Project Manager.
- Ensure that all targeted devices supported by the software are network-connected and functioning properly prior to software installation.
- Install all recommended Microsoft® security patches (unless alerted by HP about incompatibility issues) and all HP and solution provider recommended patches and service packs.
- Install and maintain appropriate antivirus software.
- Provide licensed software (with valid keys) for HP to perform the installations. It is not the responsibility of HP to verify licensing or the validity of software provided by the customer for any installations.
- Designate on-site individual(s) to administer and support the software and ensure availability during the overall installation and transfer knowledge sessions, including IT and facilities representatives for Active Directory/LDAP, SQL Server, or other databases (i.e. Oracle) if applicable.



To learn about

- Software product specifications
- Server requirements
- Supported devices

and more, visit:

hp.com/printsolutions

Site and server access

The customer must provide a dedicated server, infrastructure description, and location for the software installation that meets the minimum system software, resource, and technical requirements as provided by HP. The customer must also:

- Maintain a test environment (including software) for troubleshooting and make it available to HP support
- Install, configure, and operate the full SQL Server database (not including SQL Express)
- Open firewall ports according to an HP-supplied port list (if applicable)
- Configure (with read-only access) the user management system by LDAP or Kerberos
- Coordinate any third parties responsible for customer data centers and network operations, and provide HP with reasonable access to these people if required
- Inform HP or its authorized service provider about required security clearance or passports to access military or public areas, laboratories, etc.

Devices and card readers

The customer must ensure all accessories such as finishers or card readers have been fitted and confirmed working.

PCs

The customer is responsible for deploying any print queues or PC client software to the end point devices.

Cleared space

Remote service option—the customer must provide server access via remote sharing tools, such as Zoom, Webex, Microsoft Teams, Skype, etc. for HP to setup, install, and test the software. This includes client workstation(s) with network connectivity suitable for the joint HP/customer team working on software installation and knowledge transfer.

Onsite service option—the customer must provide an area for HP to setup, install, and test the software. This includes client workstation(s) and meeting room(s) with network connectivity suitable for the joint HP/customer team working on software installation and knowledge transfer.

Knowledge transfer

The customer must assign trained technicians as system administrators for software solutions to understand how to install/uninstall all software and drivers using tools and procedures recommended by the software provider.

General responsibilities

Data backup

It is the customer's responsibility to back up all customer files, data, or programs prior to the commencement of any installation services and to be able to reconstruct lost or altered customer files, data, or programs. The customer must maintain a separate backup system or procedure.

Hazardous environment

The customer must notify HP if it discovers that the working area allocated to HP poses a potential health or safety hazard to HP or service agent employees. HP may postpone installation services until the customer remedies such hazards.

Authorized representative

The customer must have a representative present when HP service engineers are providing installation services at the customer's site.

The customer's representative will either possess written and spoken native language skills (site-specific) or be able to speak, read, and write English.

Specific requirements

The customer must fulfill the above responsibilities for the specific services acquired.

Confidentiality

The customer is responsible for the security of its proprietary and confidential information. Information exchanged under an installation service agreement will be treated as confidential if identified as such at disclosure or if the circumstances of disclosure would reasonably indicate such treatment. Confidential information may only be used for the purpose of fulfilling obligations or exercising rights under the installation service agreement, and shared with employees, agents, or contractors with a need to know such information to support that purpose. Confidential information will be protected using a reasonable degree of care to prevent unauthorized use or disclosure for three years from the date of receipt or (if longer) for such period as the information remains confidential. These obligations do not cover information that: i) was known or becomes known to the receiving party without obligation of confidentiality; ii) is independently developed by the receiving party; or iii) is required to be disclosed by law or a governmental agency.

Personal information

Each party shall comply with their respective obligations under applicable data protection legislation. HP does not intend to have access to personally identifiable information (PII) of the customer in providing services. To the extent HP has access to customer PII stored on a system or device of the customer, such access will likely be incidental, and the customer will remain the data controller of customer PII at all times. HP will use any PII to which it has access strictly for purposes of delivering the services ordered. The customer is responsible for the security of its proprietary and confidential information, including PII.

General provisions

Order cancellation

The customer may cancel orders for this service prior to appointment booking at no charge.

Service delivery

Services must be received and executed in the country of ordering.

Operational hours

Installation services are performed during local standard HP business hours on normal business days, excluding local HP public holidays.

Subcontracting

HP may: (a) subcontract the performance of any of its obligations (in whole or in part) to a third party, including HP authorized service providers, or (b) assign or transfer the installation service agreement to another HP entity at any time.

Delivery location

Installations occur at ship-to locations only.

Supported software

Commercial software solutions are supported with this service.

Additional charges

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

Defective hardware

Defective hardware, as identified during installation, will be replaced or repaired under the original vendor warranty terms for HP-supplied or HP-supported products.

Geographic coverage

Software installation services may not be available in every location. Please contact your local HP sales representative for country-specific coverage and limitations. Travel charges may apply.

Ordering information

Software installation services may be ordered only if a new software solution is purchased.

Installation services for commercial software will be limited to a single-server, per license, or per device installation as specified in the service:

- Multi-server or multi-site installations require an order for each server or site.
- Overall service is intended to be completed within one business day, unless specified otherwise.

Learn more at hp.com/printsolutions

Sign up for updates

hp.com/go/getupdated

HP Services are governed by the applicable HP terms and conditions of service provided or indicated to the customer at the time of purchase. The customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP limited warranty provided with an HP product.

© Copyright 2021 HP Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

Microsoft is a U.S. registered trademark of the Microsoft group of companies.

4AA7-9298ENW, July 2021, Rev. 1

