HPE Installation and Startup Service for IMC

Support Services

HPE Installation and Startup Service for HPE Intelligent Management Center (IMC) products coordinates installation, configuration, and verification and is designed to get your IMC system quickly up and running and managing your network infrastructure.

This service is delivered remotely and provides for the installation and configuration of IMC Basic, IMC Standard, or IMC Enterprise Edition for a single campus location with up to 1,000 nodes (network-connected devices). During installation, this service will allow for discovery of up to 100 network devices.

On-site delivery of this service may be available in some geographic locations and, where available, may be subject to additional charges. Please contact your local HPE representative for details.

Service benefits

- Service performed by an Hewlett Packard Enterprise technical specialist

- Installation to HPE best practices of IMC Basic, IMC Standard, or IMC Enterprise Edition

- Delivery of the service at a mutually scheduled time convenient to your organization

- Guidance on the use and configuration of IMC from an HPE specialist during the delivery of this service

- A collaborative approach to implementation intended to help provide you with valuable knowledge and experience

Service feature highlights

- Service planning

- Service deployment

- Network discovery (up to 100 network devices)

- Network topology map creation

- Reporting overview, with review of reporting requirements and guidance for custom reporting

- Alarms overview, including a configuration overview and IMC alarms facility demonstration

- Configuration of IMC Backup

- Customer orientation and knowledge transfer for their final installed IMC platform

Table 1. Service features

Feature	Delivery specifications
Service planning	HPE will provide an HPE IMC Deployment Guide prior to the installation, detailing all prerequisites, technical features, and protocols. An HPE service specialist will contact the Customer by telephone to: • Review the remote installation and configuration of IMC, including key service features, customer responsibilities, and timelines for the installation • Verify that the software, licensing, server, database, and network prerequisites have been identified and fulfilled • Identify any additional information required to enable HPE to deliver the service Configuration of the following are excluded from this Service: SNMP v3 templates; SOAP templates; NTA and all other Add-on Modules; Custom scripting; Custom reporting; Custom alarm filtering; Performance Views; ACL Management; VLAN Management
Service deployment	An HPE service specialist will: • Assist the Customer with the implementation and basic configuration of select HPE IMC platforms on Customer-provided server(s) with the appropriate operating system preloaded as per the installation guidelines and prerequisites identified in the Service planning process. • Use a HPE approved remote technology (e.g. HPE Virtual Rooms) for working with the Customer to deploy the IMC platform; the remote technology will allow for screen sharing between the Customer and HPP specialist so that IMC can be deployed and configured • Run the appropriate installation verification tests required for this service
Network discovery	During implementation, the HPE service specialist will allow time for IMC Network Discovery of up to 100 devices on the Customer's network.
Network topology map	HPE will use the installation of IMC to configure a topology map of the Customer's local network, detailing the discovered devices. During the installation process, HPE will discuss the basic features of the topology map and provide the Customer with basic guidance and tips on how to use the topology mapping feature.
Reporting	Upon completion of the installation an HPE service specialist will provide a one (1) hour review of the standard reports available within IMC. In addition, the service specialist will provide the Customer with basic guidance and advice on the creation of custom reports.
Alarms	An HPE service specialist will configure basic alerting for the Customer, which will include: • Device reachability • Critical interface alerts As a prerequisite to enable alerts to be sent from IMC to a mail server, the HPE service specialist will require the details of a mail server, to include: the mail server name and IP address; authentication needed to connect to it; a mail relay on the mail server for IMC.
Backup Configuration	• Configuration of backup of IMC via IMC console and configuration of a sample auto backup deployment (HPE switches only). This is solely a backup of the specific configuration as detailed above; Customer is fully responsible for all data backups as set forth in the Customer Responsibilities section below.
Customer orientation session and knowledge transfer	Upon completion of the installation, the HPE service specialist will conduct a one (1) hour orientation session with the Customer on the IMC installation. In addition, the service specialist will outline freely available documentation and tutorial media that can assist the Customer and help provide further information regarding configuration and customization features of the Customer's IMC platform.

Service limitations

All services will be delivered remotely during local HPE standard business days and hours, excluding HPE holidays.

• This installation and startup service is only available for select HPE IMC products; please contact HPE or your HPE representative for a list of HPE products currently covered by this service.

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

– Planning, design, or assessment of the Customer's existing or future network architecture

– Application integration

– Integration of unapproved third-party products or peripherals not included with the system

– Exclusions listed in the Service Planning section of the Service Feature Table

- Excluded products and features may be configured under a separate service on a time-and-materials basis. Please contact your HPE representative for further details.

- HPE will not perform any configuration services beyond those described in this data sheet.

Service eligibility

Customers are eligible for delivery of this service if they meet the following prerequisites identified during the service planning process and as outlined below:

- Installation and configuration of one (1) IMC Basic, IMC Standard, or IMC Enterprise Edition product at a single-campus location with a Customer network of up to 1,000 nodes (network-connected devices)

- Remote access using an HPE approved remote technology (e.g. HPE Virtual Rooms) to allow for delivery of the service

- Availability of a fully configured server with Windows® OS installed and a database configured (Microsoft® SQL Server only)

- Network features and protocols configured as per the HPE IMC Deployment Guide

- A detailed site network diagram outlining uplink and downlink ports, enabling the build of an accurate topology map in IMC

- IP management addresses of the devices to be discovered, along with SNMP read and write access to the devices (SNMP write access is required to carry out device configuration backups and propagate custom configuration scripts)

- SMTP relay on a mail server for the purpose of receiving and forwarding alerts from IMC

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 prior to service delivery

- 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 HPE service tools used to facilitate the delivery of this service

- Be responsible for all data backup and restore operations

- Assign a technical network administrator to work alongside HPE during delivery of this service

- Assign relevant Customer stakeholder(s) to participate in planning meetings and to provide HPE with the current network architecture, standards, and detailed design documentation, which may include (but is not limited to):

– Project plans and schedules

– Network topology diagrams

– IP address maps

- Documentation from existing network infrastructure equipment

  - Integration specifications and/or documentation relating to non-HPE equipment

  - SNMP device configuration and passwords

  - Email addresses

  - Authorized users

- Provide HPE installation personnel with the IMC software license sleeve and documentation that comes with the purchased product, including the license certificate with the serial number needed for software registration; HPE will register the IMC license(s) via HPE Networking licenses and then activate them in the IMC platform

- Verify that the network is stable and operational prior to the IMC software installation and configuration process

- Apply any SNMP configurations to network equipment that exists in the Customer's current network environment to be discovered

- Ensure that all cabling between IMC devices and endpoints meets requirements

- Ensure that any notifications to the Customer's network operations and any change control documentation are completed

General provisions/Other exclusions

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.

HPE 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.

This service is delivered remotely. On-site delivery of this service may be available in some geographic locations and, where available, may be subject to additional charges, and HPE approval. Please contact your local HPE representative for details.

Configuration of the following features are excluded from this service: SNMP v3 templates; SOAP templates; NTA and all other Add-on Modules; Custom scripting; Custom reporting; Custom alarm filtering; Performance Views; ACL Management; VLAN Management.

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

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

- 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):

HPE IMC Startup SVC - U8JL7E

HPE IMC Startup SVC - HA114A1#5Z4

For more information

For more information on Hewlett Packard Enterprise support services, contact any of our worldwide sales offices or visit the following website:

www.hpe.com/services/support

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