HPE Installation and Startup Service for Linux® Operating Systems

HPE Lifecycle Event Services

HPE Installation and Startup Service for Linux Operating Systems is available as two service packages. Package 1 is a fixed-price, fixed-content service, while Package 2 is available as a custom-quoted service based on a Statement of Work (SOW).

Package 1 includes the onsite installation, configuration, and startup activities in support of the Linux distributions identified under 'Service eligibility,' delivered on one supported HPE ProLiant server platform. This service will provide for the installation of the Linux operating system (OS) and TCP/IP network protocol, as well as for their integration into your network environment, including network interface card (NIC) configuration and basic orientation on product usage.

Package 2 may include any or all of the service deliverables included in Package 1 as well as more complex deliverables, such as a Sendmail or Postfix configuration, DNS configuration of network applications, application configuration, cluster configuration, installation or configuration of high-availability clustering products (e.g., HPE Serviceguard), and installation or configuration of Kickstart (SUSE remote/automated installation utilities). The actual work to be performed in Package 2 will be identified in an SOW.

Service benefits

This service provides installation by a trained Hewlett Packard Enterprise service specialist, who will:

- Verify prior to installation that all service prerequisites are met

- Answer basic questions related to this service during the customer orientation session

- Perform a custom installation as detailed in the 'Delivery specifications' section or in an SOW

Service feature highlights

- Service planning

- Service deployment

- Installation verification tests (IVTs)

- Customer orientation session

Table 1. Service features

Feature	Delivery specifications
Service planning	A Hewlett Packard Enterprise service delivery specialist will confirm with the Customer that the prerequisites have been met and will 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.
Service deployment	As part of the Package 1 deployment activities, Hewlett Packard Enterprise will: • Install a supported version of the Linux OS on a supported HPE ProLiant or Integrity server platform • Install and configure the TCP/IP • Using configuration information supplied by the Customer, incorporate the server into the network • Set up and configure a single print queue and one locally connected Linux-supported printer • Install and configure the appropriate HPE service tools • Initialize a one-time backup using a locally connected and configured (if available) backup device; the full backup is to be completed by the Customer's operations support staff As part of the Package 2 deployment activities, HPE will: • Perform the installation and configuration activities identified in the custom SOW
Installation verification tests (IVTs)	Upon completion of the installation, the Hewlett Packard Enterprise service specialist will log on to the server and verify account access.
Customer orientation session	The Hewlett Packard Enterprise service specialist will conduct an orientation session on the product and technology, and will: • Provide information on product usage and special features • Be available to answer questions, as appropriate, for up to 20 minutes upon completion of the installation • Discuss, upon completion of the installation, 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 Hewlett Packard Enterprise warranty or Hewlett Packard Enterprise 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 Hewlett Packard Enterprise, are required due to unauthorized attempts by non-HPE personnel to install, repair, maintain, or modify hardware, firmware, or software

• Site inspection activities such as a comprehensive analysis of the Customer facility's power, cooling and humidity, airborne contaminant, and vibration levels, and determination of whether the data center's raised floor has sufficient structural capability to accommodate the weight of the tape library to be installed

• Installation of any hardware or other physical components, such as network cabling

• Any services not clearly specified in this document

Service eligibility

The Customer must have a supported HPE ProLiant server and a supported version of Red Hat Enterprise Linux (RHEL),SUSE Linux Enterprise Server (SLES) or Canonical Ubuntu Linux as identified at the HPE Linux for ProLiant website at http://h17007.www1.hpe.com/us/en/enterprise/servers/supportmatrix/redhat_linux.aspx#.V2rHlU3ruvp

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

- Coordinate service deployment on third-party-maintained hardware or software (if applicable) with Hewlett Packard Enterprise

- 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 Hewlett Packard Enterprise in facilitating the delivery of this service

- Ensure that all service prerequisites as identified under 'Service eligibility' have been met

- 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, for software products, are properly licensed

- Allow Hewlett Packard Enterprise full and unrestricted access to all locations where the service is to be performed

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

- Be responsible for all data backup and restore operations

- Provide a network environment that is currently running and in good working order

- Provide the appropriate printer drivers

- Provide licensed copies of the software to be installed

Ordering information

Package 1:

- For HPE ProLiant servers (IA-32), use part number U8141E or HA114A1-5H4

Package 2:

- For custom-quoted SOW–based Linux deployment services, use part number HB689A1 or HB689AE

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
www.hpe.com/services/lifecycleevent

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