



HPE Installation and Startup Service for HPE OneView for VMware vCenter

Support Services

HPE Installation and Startup Service for HPE OneView for VMware vCenter is a basic fixed-price, fixed-scope service that includes the installation and configuration of HPE OneView for VMware vCenter virtual appliance on a supported HPE ProLiant server preconfigured with a supported VMware® vSphere hypervisor.

This service includes a pre-installation session with an HPE service specialist, followed by installation and basic configuration of HPE OneView for VMware vCenter on the appropriate supported server platform. The service will also include testing and verification of the installed HPE OneView for VMware vCenter Software and will conclude with an orientation session to help familiarize your staff with product usage.

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 have been met

Service feature highlights

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

Table 1. Service features

Feature	Delivery specifications
Service planning	An HPE 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 upon by HPE. Any services provided outside of HPE standard business hours may be subject to additional charges.
Service deployment	This service provides for the installation and configuration of the HPE OneView for VMware vCenter virtual appliance. An HPE service specialist will conduct a remote planning meeting to review the Customer's environment, discuss pre-installation activities, and confirm with the Customer that service prerequisites have been met.
Installation verification tests (IVT)	HPE will run the appropriate IVTs required for this service.
Customer orientation session	Upon completion of the installation, the HPE service specialist will conduct an orientation session on product usage and features, and will be available to answer questions, as appropriate. This session is not intended for product training. It will not exceed 30 minutes.

Service eligibility

Customers are eligible for the delivery of this service if they meet the following prerequisites:

- Meet the criteria identified in the “Customer responsibilities” section of this document
- Are properly licensed for HPE OneView Advanced or HPE Insight Control
- Ensure that their HPE OneView for VMware vCenter version is supported on the HPE OneView version.
- Meet the hardware prerequisites for HPE OneView for VMware vCenter
- Please refer to the current HPE OneView for VMware vCenter Information library for the latest requirement information at www.hpe.com/info/ovvcenter/docs
- Have an existing or new functional/operational HPE ProLiant server preconfigured with a supported VMware® vSphere hypervisor and relevant service packs on which to host the HPE OneView for VMware vCenter virtual appliance

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 the hardware, firmware, and software needed 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 and pre-configured HPE ProLiant server running a supported VMware® vSphere hypervisor on which to host the HPE OneView for VMware vCenter virtual appliance
- Provide HPE OneView for VMware vCenter software
- Provide local network access to the platform onto which HPE OneView for VMware vCenter is to be installed
- Provide a service account that has local administrator privileges on VMware vCenter and HPE OneView
- Review, complete, and provide the pre-installation checklist to the HPE service specialist

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.

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.

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

- Installation and configuration of VMware products, which are not included in this service and are available as separate services from HPE
- 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

HPE Installation and Startup Service for HPE OneView for VMware vCenter can be ordered using the following service part number(s):

- UT858E (fixed)
- HA124A1-5NV (flexible)

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

HPE OneView for VMware vCenter Information Library - www.hpe.com/info/ovvcenter/docs

