HP Installation and Startup Service for Select HP Software Defined Networking (SDN) Components

HP Services

HP Installation and Startup Service for HP Software Defined Networking (SDN) Components coordinates the installation, configuration, and verification of HP Controller software on an existing server and provides configuration of OpenFlow-enabled switches designed to get your SDN network up and running quickly. The service includes the installation of one HP VAN SDN Controller and the configuration of a number of OpenFlow-enabled switches depending on the optional add-on services purchased. This service is available only for select HP SDN products and will be delivered remotely. With this service, you will also receive a brief orientation session on the installed product features.

As part of this service, an HP technical specialist will remotely connect to your network to perform HP VAN SDN Controller installation and basic setup and enablement of OpenFlow on previously installed HP OpenFlow-enabled switches. The technical specialist will also enable OpenFlow communication between the switches and the HP SDN Controller.

The Care Pack part numbers to be used will depend on your network. The SDN Controller Care Pack service will be combined with optional Care Pack services based on the number of switches that will be enabled. See the 'Ordering information' section for more details.

The HP SDN Controller Startup Service covers one server controller installation. For High Availability (HA) configurations, three server controllers are required. An additional HP SDN Controller Startup Service is also required to install the HA configuration.

Service benefits

This service provides the following benefits:
- Remote delivery of the service at a mutually scheduled time convenient to your organization as described below
- Installation and startup by an HP technical specialist
- Availability of an HP service specialist to answer basic questions during the delivery of this service
- The opportunity for your IT resources to stay focused on their core tasks and priorities
- Help reduce implementation time and cost
- Expedited installation, provided all service prerequisites have been met prior to the start of service delivery
- Verification prior to installation that all service prerequisites have been met

Service feature highlights

- Service planning
- Service deployment
- Installation verification tests (IVT)
- Post-installation and startup configuration log file
- Customer orientation session

Service features

Table 1. Service features

Feature	Delivery specifications
Service planning	An HP 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 HP and the Customer, which shall be during local HP standard business hours excluding HP holidays, unless otherwise agreed to by HP. Any services provided outside of HP standard business hours may be subject to additional charges.

Service deployment	The HP service delivery specialist will assist the Customer with applying appropriate licenses to the HP VAN SDN Controller.
	The service delivery specialist will confirm that the switch software is at an appropriate revision level. If the revision level is not appropriate, the service delivery specialist will download the required revision of software onto the device.
	HP will assist the Customer via phone to collect the customer-provided required information, which will enable the Customer to complete the HP SDN Installation and Startup Service Workbook for the devices being deployed. HP will then configure the VAN SDN Controller and the designated switches, depending upon the options purchased.
	The service delivery specialist will remotely build and load the configuration file based on the information provided by the Customer. Non-HP developed configuration build files are the responsibility of the Customer.
	The service delivery specialist will complete tests that will include verifying connectivity with adjacent infrastructure devices, and confirming IP management connectivity with network management or Network Operations Center (NOC) and that traffic is being successfully passed via the appropriate data port on the HP networking device. The device's event log will then be checked for any unexpected messages. If any such messages are found, the service delivery specialist will determine if they are due to a hardware, software, or configuration issue on the device being installed, or if there is an issue with the Customer's data cabling or the adjacent device connected to the port on the device that was configured.
Installation verification tests (IVT)	HP will run the appropriate installation verification tests required for this service.
Post-installation and startup configuration log file	The HP service delivery specialist will provide the Customer with a post-installation and startup configuration log file, which details the environment configuration and status.
Customer orientation session	Upon completion of the installation, the HP service specialist will conduct a basic orientation session on product usage and the OpenFlow features, and will be available to answer questions, as appropriate. This remote orientation session will be completed on the same day as the installation, and will not exceed 2 hours.

Service limitations

Services are limited to installation of one HP VAN SDN Controller and the configuration of a number of OpenFlow-enabled switches depending on the optional add-on services purchased.

Services will be performed during HP local business days and hours, excluding HP holidays.

Services such as, but not limited to, the following are excluded from this service:
• Services that, in the opinion of HP, are required due to unauthorized attempts by non-HP personnel to install, repair, maintain, or modify hardware, firmware, or software
• Any other products or modules that relate to other technologies (for example, wireless, voice, external WAN/routing, ISP, or security)
• Planning, design, or assessment of the Customer's existing or future network architecture; additional services can be purchased to perform these tasks
• Services required due to causes external to the HP networking device being deployed as part of this service
• Flow programming or design
• Installation of any SDN applications

Network design, re-design, and physical installation and cabling for the network device(s) are out of scope for this service. These activities must be completed before the HP Installation and Startup Service for HP SDN Components can begin. Additional services can be purchased to perform these activities.

Service eligibility

Customer must meet all prerequisites, which include, but are not limited to, the following:
• The installation and startup service is not available for all HP SDN products; upon the Customer's request, HP will inform the Customer if their products are eligible for the service.
• The Customer must have installed and have available a server compliant with the specifications as identified in the HP VAN SDN Controller software specifications.
• The Customer has purchased and installed HP OpenFlow-enabled/-capable switches.
• Remote access to a secondary host system has been arranged and verified, where applicable.

- Remote access to the HP VAN SDN Controller host system has been arranged and verified, where applicable.

- Remote access to the network device(s) has been arranged and verified, where applicable.
- Remote access to the vSphere client host system has been arranged and verified, where applicable.
- The Customer's network must be accessible remotely by the HP service specialist.
- The number of Care Pack services matches the number of switches, OpenFlow instances and High Availability server(s) controller to be configured.
- This service requires that the Customer has an existing network design that includes OpenFlow and which addresses production and OpenFlow VLANs, OpenFlow instances, OpenFlow controller ports, listening ports, and naming and numbering strategy, and that the Customer has correctly completed the HP SDN Installation and Startup Service Workbook.

Customer responsibilities

The Customer will:
- Contact an HP 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 delivery of the installation and start-up services
- Ensure the network is fully installed and configured so that the SDN products for which these services are being provided can be installed
- 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 HP 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 HP in facilitating the delivery of this service
- Adhere to licensing terms and conditions regarding the use of any HP service tools used to facilitate the delivery of this service, if applicable
- Be responsible for all data backup and restore operations
- Provide remote access to the Customer's network for the work to be performed.
- Ensure that all the information required in the HP SDN Installation and Startup Service Workbook document, provided by HP as part of this service, has been detailed, including information such as, but not limited to:
  – The current network design
  – The new proposed network design
  – A topology diagram
  – All applicable network IP addresses
  – An inventory of connecting devices
- Ensure that the installation of the new HP SDN device will not interfere with normal network operations, or plan for network unavailability during delivery of the installation services
- Obtain the product license from the HP My Networking portal using the Install ID provided during service delivery

General provisions/Other exclusions

HP 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.

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

HP's ability to deliver this service is dependent upon the Customer's full and timely cooperation with HP, as well as the accuracy and completeness of any information and data the Customer provides to HP.

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

Ordering information

HP Installation and Startup Service for HP Software Defined Networking (SDN) Components is ordered as a fixed-price HP Care Pack services. To order these services, contact an HP sales representative or authorized HP reseller.

Care Pack part number | service name - description:
- U8JL0E | HP SDN Controller Startup SVC
  − HP SDN Controller Startup Service (1 SDN Controller License) or HA configuration
- U8JL1E | HP Fixed Port Switch 2 OpenFlows SVC
  − 1 x 48-port fixed-configuration switch with up to 2 OpenFlow Instances
- U8JL2E | HP Chassis switch 4 OpenFlow Insts SVC
  − 1 x HP 5400 zl, 5400R zl or, 8200 zl switch with up to 4 OpenFlow Instances
- U8JL3E | HP Chassis switch 8 OpenFlow Insts SVC
  − 1 x HP 10500, 11900, 12500, 12500E, or 12900 switch with up to 8 OpenFlow Instances
- U8JL4E | HP 2 Standalone OpenFlow Instances SVC
  − 2 x standalone OpenFlow Instances (use this option to add instances to U8JL1E, U8JL2E and U8JL3E SKUs above)

Example configurations:
- Simple configuration: one (1) server and two (2) 48-port fixed-configuration switches—-order one (1) U8JL0E and two (2) U8JL1E
- Advanced configuration: one (1) server, five (5) HP 5400 zl switches, and one (1) HP 10500 chassis—order one (1) U8JL0E, five (5) U8JL2E, and one (1) U8JL3E
- High-availability configuration: three (3) servers, five (5) HP 5400 zl switches, and one (1) HP 10500 chassis—order two (2) U8JL0E, five (5) U8JL2E, and one (1) U8JL3E

For more information

For more information on HP Services, contact any of our worldwide sales offices or visit the following website:

HP support services: **www.hp.com/services/support**

Additional information URL

HP Care Pack Services: **www.hp.com/services/carepack**