

HP Installation and Startup Service for HP Insight Control for VMware vCenter

HP Services

Technical data



HP Installation and Startup Service for HP Insight Control provides for the deployment and basic configuration of HP Insight Control for VMware vCenter. HP Insight Control for VMware vCenter will be installed on a VMware vCenter Server. This service includes a pre-installation session with an HP service specialist, followed by installation and basic configuration of Insight Control for VMware vCenter on the appropriate supported server platform. The service will also include test and verification of the installed HP Insight Control extension and will conclude with an orientation session to help familiarize your staff with product usage.

Service benefits

- Installation and startup by an HP technical specialist
- Availability of an HP 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 are met
- A project manager to manage the implementation of the service engagement (Implementation Service only)

Service feature highlights

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

Specifications

Table 1. Service features

Feature	Delivery specifications
Service planning	An HP service specialist (in the case of an implementation service, the service specialist will be replaced with a project manager) 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 on by HP. Any services provided outside of HP standard business hours may be subject to additional charges.
Service deployment	This service provides for the installation and configuration of HP Insight Control for VMware vCenter on a customer-provided physical server running Microsoft® Windows®, HP Systems Insight Manager, or VMware vCenter on an HP ProLiant server. An HP service specialist will conduct a remote planning meeting to review the Customer's environment, discuss pre-installation activities, and confirm with the Customer that the service prerequisites have been met.
Installation verification tests (IVT)	HP will run the appropriate installation verification tests required for this service.
Customer orientation session	Upon completion of the installation, the HP service specialist will conduct an orientation session on product usage and special features and will be available to answer questions, as appropriate.

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
- Be properly licensed for HP Insight Control for VMware vCenter
- Meet the hardware prerequisites for HP Insight Control for VMware vCenter.
- Have an existing or new functional/operational ProLiant server preconfigured with Microsoft Windows, HP Systems Insight Manager, or VMware vCenter and relevant service packs on which HP Insight Control for VMware vCenter product is installed.
- Meet the requirements as described in the User Guide

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 "Services 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 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 a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required
- Allow HP full and unrestricted access to all locations where the service is to be performed
- Provide a designated and pre-configured HP ProLiant server running Microsoft Windows, HP Systems Insight Manager, or VMware vCenter for deployment and management
- Provide the HP Insight Control for VMware vCenter extension software and any associated products keys
- Provide local network access to the platform onto which Insight Control for VMware vCenter is to be installed
- Provide a service account that has local administrator privileges on VMware vCenter
- Review, complete, and provide to the service specialist the pre-installation checklist

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:

- Installation and configuration of Microsoft or VMware products are not included in this service and are available as separately orderable services from HP
- Service deployment on hardware not covered by an HP warranty or service maintenance contract
- Service deployment on hardware covered by a third-party maintenance contract
- 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
- Service required due to causes external to the HP 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):

UT858E and HA124A1-5NV

For more information

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

HP Insight Software Services: www.hp.com/services/insight

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

HP Care Pack Services: www.hp.com/hps/carepack

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