Hewlett Packard Enterprise

HPE Installation Service

Support Services

HPE Installation Service provides for the basic installation of Hewlett Packard Enterprise branded servers, workstations, desktop systems, notebook PCs, thin clients, storage devices, printers, networking, and software products, as well as HPE-supported products from other vendors that are sold by HPE or by HPE authorized resellers. The Installation Service is part of a suite of HPE deployment services that are designed to give you the peace of mind that comes from knowing your HPE and HPE-supported products have been installed by a Hewlett Packard Enterprise specialist in accordance with the manufacturer's product documentation.

Service benefits

- Installation by a Hewlett Packard Enterprise authorized technical specialist

- Verification prior to installation that all service prerequisites are met

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

- Allows your IT resources to stay focused on their core tasks and priorities

- Full coverage during the warranty period for products that require installation by a Hewlett Packard Enterprise authorized technical specialist

Service feature highlights
- Service planning
- Service deployment
- Installation verification tests (IVT)

Table 1. Service features

Feature	Delivery specifications
Service planning	A Hewlett Packard Enterprise service specialist will plan all the necessary activities with the Customer, 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 by HPE. Any services provided outside of HPE standard business hours may be subject to additional charges. The Hewlett Packard Enterprise service specialist will verify with the Customer that all service prerequisites have been met prior to delivery of the service.
Service deployment for all products	Service deployment activities for all products may include one or more of the following: • Removing the product from the packaging, visually inspecting for damage, and replacing or repairing, at HPE's discretion, any HPE components that were damaged in shipping • Installing the product according to the manufacturer's product documentation • Consolidating all packaging materials in a nearby location to be designated by the Customer, and notifying the Customer that the materials are ready for disposal by the Customer • Providing basic information to the Customer, including how to place a support call to Hewlett Packard Enterprise

Table 1. Service features (continued)

Feature	Delivery specifications
Service deployment for all hardware products	Service deployment activities for all hardware products may include: • Installing hardware options (extra memory, DVD drives, etc.) purchased on the same order and intended to go into the system box, or installing add-on option(s) for an existing system • Installing the product into a previously installed rack, if applicable • Installing the necessary cables to integrate printers, monitors, and external storage devices • Physically connecting the equipment to the LAN or WAN, as appropriate • Installing selected HPE-supplied service tools
Service deployment for software products	Service deployment activities for software may include: • For systems supplied with factory installed operating system software; verifying that the system correctly presents the initial operating-system screen to the Customer • Installation and configuration of firmware or drivers included with the hardware product and necessary to enable basic device operation
Service deployment for factory racked and storage solutions	Service deployment activities for factory-racked server and storage solutions may include installation of the factory-racked solution, connection of the solution to the external power source, and functional testing to make sure there was no damage during shipping. Connection to external peripherals and network components will be performed if data cables were installed and labeled in the factory.
Service deployment for HPE BladeSystem	Service deployment activities for HPE BladeSystem may include installation of the HPE BladeSystem enclosure along with all blades, HPE-supported Ethernet interconnect options, and relevant power options purchased on the same order and intended to go into the enclosure unit; plus cabling and setup of onboard management firmware, as well as installation of the enclosure in a previously installed rack, if applicable.
Service deployment for printing and imaging devices	Service deployment activities for printing and imaging devices may include: • Installation, with the assistance of the Customer, of the universal print driver on a single PC workstation (not a server) • Printer network setup, including the programming of the IP address and network settings and verification of the network printing functionality • Configuration of the printer for networking; the Customer can choose between automatic configuration using BOOTCP or DHCP, or manual configuration—i.e., IP address, default gateway, subnet mask • For multi-function products, setup of the 'send to email configuration' and configuration of the printer for SMTP or LDAP • Provision to the Customer-identified key operator of a basic overview on how to install consumables, print a test page, and clear paper jams, plus explanations of basic features and functionality such as print driver, control panel features (copy, print, send to email), Embedded Web Server, and alerts
Service deployment for networking products	Service deployment activities for networking products may include: • Loading the Customer-provided basic network configuration information such as device IP address, subnet mask, and default gateway • Testing, via PING test, of the network connectivity to a neighboring device connected to the same LAN
Installation verification tests (IVT)	Hewlett Packard Enterprise will run the appropriate installation verification tests required for this service.

Service limitations

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

- Service deployment on hardware and/or software not covered by a Hewlett Packard Enterprise warranty or Hewlett Packard Enterprise support agreement (except as noted in the 'Service eligibility' section)

- Service deployment on any product covered by a third-party support agreement

- Resolution of hardware-related problems encountered during the verification testing process, unless covered by an active Hewlett Packard Enterprise warranty or an applicable HPE Hardware Support agreement

- Planning, design, or assessment of the Customer's computing environment, except to identify service prerequisites for the product being installed (with the exception of specific activities denoted in the 'Service deployment' section)

- Reconfiguration of a factory-racked and -configured solution

- Reconfiguration of the Customer's existing IT infrastructure

- 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 software products as part of basic hardware installation, except as specifically stated in the 'Service deployment' section; such installation may require the purchase of additional HPE Installation Services

- For factory-racked solutions, installation of more than one rack and/or at more than one site

- Any services not clearly specified in this document

Service eligibility

Only HPE products and HPE-supported products that are sold by Hewlett Packard Enterprise or a Hewlett Packard Enterprise authorized reseller are eligible for HPE Installation Service.

When an existing system or environment into which a product is to be installed under the terms of this service is not covered by a current Hewlett Packard Enterprise service contract, a pre-installation inspection, plus additional work as needed to return the system or environment to a supported configuration, may need to be carried out at an additional charge before the installation can be performed.

Customer responsibilities

The Customer will:

- Ensure that the HPE Support Service for this service is registered within ten (10) days of purchase of the service, using the registration instructions within each package, email document, or as otherwise directed by HPE.

- 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 during service planning, have been met prior to the delivery of this service

- Uncrate the equipment (if applicable) and place it in the immediate location where the installation service will take place

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

- Assign a designated person from the Customer's staff who, on behalf of the Customer, will grant all approvals; provide information, e.g., IP addresses; ensure that all hardware, firmware, and software that the HPE 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 Hewlett Packard Enterprise service tools used to facilitate the delivery of this service, if applicable

- Be responsible for all data backup and restore operations

- Be responsible for the disposal of the packaging materials

- For printer network setup, be responsible for programming of the IP address and network settings and verification of network printing functionality

General provisions/ Other exclusions

Hewlett Packard Enterprise reserves the right to reprice this service if the Customer does not schedule and provide for subsequent delivery within 90 days of purchase.

Any services provided outside of Hewlett Packard Enterprise standard business hours may be subject to additional charges.

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.

Hewlett Packard Enterprise reserves the right to charge, on a time and materials basis, for any additional work over and above the quoted service pricing that may result from work required to address service prerequisites or other requirements not met by the Customer.

Defective hardware, as identified during the installation, will be replaced or repaired under the original vendor warranty terms for HPE-supplied or HPE-supported products.

Travel charges may apply; please consult your local office

Ordering information

This service may be ordered using HA113A1#xxx or other HPE Installation Service product numbers identified by your sales representative.

A Customer who requires installation services beyond those provided in this document may purchase HPE Installation and Startup Services or HPE Implementation Services, or work with HPE to create a specially quoted installation service.

For more information

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

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