

HP Installation and Startup Service for HPN V- and E-Series Switches with Selected A-Series Stackable Switches

HP Services

Technical data



HP Installation and Startup (I&S) Service for HP Networking (HPN) switching products coordinates the installation, configuration, and verification of your new HPN device(s), and it helps you get your networking infrastructure up and running quickly. This service is available for HPN V- and E-Series switching products, including selected A-Series stackable switches. With this service, you will also receive a brief orientation session on the product features installed.

Service benefits

This service provides the following benefits to your business:

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

Service feature highlights

- Service planning
- Service deployment
- Customer orientation session
- Collation of documentation and information required to perform I&S services
- Creation of the device configuration file
- Unpacking and verification of the new device
- Confirmation of appropriate software revision levels, as needed
- Rack mounting of new HPN products

- Loading of the device configuration file
- Connection of external devices to your new HPN product based on the cabling map, using your pre-labeled and terminated data cables (maximum number of data cables to be connected will vary by product)
- Verification of operation for the installed device via an agreed test plan

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 by 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 to by HP. Any services provided outside of HP standard business hours may be subject to additional charges.
Service deployment	<p>HP will work with the Customer via phone or an onsite visit, depending on the device(s) to be installed, to collate the customer-provided required information, which will enable HP to complete the Customer Configuration Worksheet for the device being deployed. This will allow HP to advise the Customer on how to improve the configuration of the device to achieve the desired outcome.</p> <p>The Customer must provide as a minimum (and not limited to): i) a current network design, ii) the new proposed network design, iii) a topology diagram, iv) all network IP addresses, and v) an inventory of connecting devices.</p>
Installation verification tests (IVT)	HP will run the appropriate installation verification tests required for this service.
Unpacking and verification	The HP service delivery specialist will unpack the device from the HP shipping carton(s) that the Customer has placed in the location where the device will be installed. The contents of each carton will be confirmed against the list of included items and checked for any physical damage on the exterior of the device.
Rack mounting	The HP service delivery specialist will attach appropriate mounting brackets to the device. The device will then be mounted into the designated location within an existing rack supported by HP for the product or onto an appropriate mounting surface that has predrilled screw holes. The Customer must provide a clear working area and supply all associated mounting accessories.
Confirmation of software revisions	The HP service delivery specialist will establish a consulting session and confirm that the software is at an appropriate revision level. If the revision level is not appropriate, the HP service delivery specialist will download the required revision of software onto the device.
Device configuration	The HP service delivery specialist will 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.
Cable device	The HP service delivery specialist will plug in a sufficient number of cables to ports on the device so that network connectivity and functionality can be demonstrated. The Customer is responsible for providing an appropriate cabling map that identifies each pre-labeled cable for each port.
Acceptance criteria	The HP service delivery specialist will complete tests that will include verifying connectivity with adjacent infrastructure devices, confirming IP management connectivity with network management or NOC and that traffic is being successfully passed via the appropriate data port on the HPN device. The HPN 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 HPN 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 HPN device just installed. Any hardware or software issues on the HPN device being installed will be resolved as part of 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:

- All Customers who have purchased HPN V- and/or E-Series switching products or A-Series selected stackable switches that are still in their original shipping cartons are eligible for the delivery of this service within 90 days of date of purchase.

Service limitations

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

- Application integration or integration of third-party products or peripherals not included with the system
- Service deployment on hardware not covered by an HP warranty or HP support agreement
- 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
- Services required due to causes external to the HPN device being deployed under this service
- Travel to U.S. sites located within 200 miles (320 km) of a primary HP support responsible office is provided at no additional charge. If the site is located more than 200 miles (320 km) from the primary HP support responsible office, additional travel charges will be applied. Travel charges will also apply for any site that requires overnight lodging, non-automobile transportation (for example, airplane), or extraordinary travel circumstances
- For any services not clearly specified in this document for HPN devices, some product features are excluded from the configuration portion of the installation and startup service for HPN V- and E-Series switching devices and selected A-Series stackable switches. These product features are listed in the exclusion section of the Customer Configuration Worksheet and can be configured under a separate consulting service on a time-and-materials basis
- Depending on the deployment strategy, deployment of the new HPN device may require network downtime as the product is connected into the Customer's current network infrastructure; the Customer should plan for such downtime
- Configuration of advanced features such as:
 - Virtual Router Redundancy Protocol (VRRP)
 - Intelligent Resilient Framework (IRF)
 - Authentication

- Higher routing protocol
- Quality of service
- VoIP
- Security and access control list
- Setup of VLAN VPN

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
- 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
- Ensure that all the information required in the Customer Configuration Worksheet document, provided by HP for this service, has been detailed. This includes information such as the current network design, the new proposed network design with the HP networking device(s) being deployed, and a topology diagram showing all existing network devices (if applicable), all network IP addresses, and the inventory of connecting devices
- Ensure that all cabling has been pre-installed, pre-tested, and pre-labeled
- Provide a cabling map that diagrams each pre-labeled cable that is to be plugged into the device being installed
- Ensure that site preparation (for example, power, cooling, rack installation, and so on) has been completed at the location where the hardware will be installed
- Ensure that all hardware the HP service delivery specialist will need in order to perform this service is available in the location where the device will be installed
- Ensure the rack or mounting surface to which the device will be attached has been prepared for device installation
- Have available rack-mount kits with appropriate HP approved rack-mount kits or hardware
- Ensure that the installation of the new HPN device will not interfere with normal operation, or plan for the downtime of the network; HP will not be responsible of any network downtime

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.

Travel charges may apply in some geographic locations. Please contact your local HP representative for detail.

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

- 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
- A Project manager is not included as part of this service

Ordering information

HP Installation and Startup Services are ordered as a fixed-price HP Care Pack. To order these services, contact an HP sales representative or authorized HP reseller.

For more information

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

HP Network Services: www.hp.com/services/network

HP Networking: www.hp.com/networking

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

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

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