

# HP Installation and Startup Service for Linux Operating Systems

HP Care Pack Services



HP Installation and Startup Service for Linux Operating Systems is available as a fixed-price, fixed-content service or as a custom quote.



HP Installation and Startup Service for Linux® Operating Systems is available as two service packages. Package 1 is a fixed-price, fixed-content service and Package 2 is available as a custom quote based on a Statement of Work.

Package 1 includes the onsite installation, configuration and startup activities in support of the Linux distributions identified under "Service eligibility," delivered on one supported HP ProLiant server platform. This service will provide for the installation of the Linux operating system and TCP/IP network protocol, and their integration into your network environment, including NIC configuration; printer queue setup; configuration of the Remote Insight Lights-Out (RiLO) board (if available); installation of HP Insight Management Agent software for servers; initiation of a one-time backup to a local tape drive (if available) to be completed by the customer; and basic orientation on product usage.

Package 2 may include any or all of the service deliverables listed above as well as more complex deliverables, such as send-mail configuration; DNS configuration of network applications; application configuration; cluster configuration; installation and/or configuration of high-availability clustering products (e.g., Serviceguard or LifeKeeper); and/or the installation or configuration of KickStart (SuSE remote/automated installation utilities). The actual work to be performed per Package 2 will be identified in a Statement of Work.

## Service benefits

This service provides installation by a trained service-delivery specialist according to HP quality standards, for:

- Verification that any service prerequisites are met prior to installation
- Service delivery at a mutually agreed scheduled time

## Service-feature highlights

- Product installation that adheres to the product specifications
- Availability of a service-delivery specialist to answer questions during the onsite delivery of the service
- Custom installation as detailed in the Specifications section below or in a Statement of Work
- Service planning
- Service deployment
- Installation verification tests (IVT) required for this service
- Customer orientation session

## Specifications

Table 1. Service features

Feature	Delivery specifications
<b>Service planning</b>	An HP service-delivery specialist will confirm with the customer that the prerequisites have been met and to 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 by HP. Any services provided outside of HP standard business hours may be subject to additional charges.
<b>Service deployment</b>	<p>The deployment activities will include the following:</p> <p><b>Package 1</b></p> <ul style="list-style-type: none"><li>• Installation of a supported version of the Linux operating system on a supported HP ProLiant server platform</li><li>• Installation and configuration of the TCP/IP protocol</li><li>• Using configuration information supplied by the customer, incorporation of the server into the network</li><li>• Setup and configuration of a single print queue and one locally connected Linux-supported printer</li><li>• Installation and configuration of the appropriate HP service tools</li><li>• Installation and configuration of HP Insight Management Agent software for servers</li><li>• Initialisation of a one-time backup using a locally connected and configured (if available) backup device; the full backup to be completed by the customer's operations support staff</li><li>• Consolidation of all packaging materials and notification to the customer that the materials are ready for removal</li></ul> <p><b>Package 2</b></p> <ul style="list-style-type: none"><li>• Installation and configuration activities as identified in the custom Statement of Work</li></ul>
<b>Installation verification tests (IVT)</b>	Upon completion of the installation, the HP service-delivery specialist will log onto the server and verify account access.
<b>Customer orientation session</b>	<p>The HP service-delivery specialist will conduct an orientation session on the product and technology, and will:</p> <ul style="list-style-type: none"><li>• Provide information on product usage and special features, and will be available to answer questions as appropriate for up to 20 minutes upon completion of the installation</li><li>• Discuss, upon completion of the installation, future application installations and other customisation requirements with the customer and recommend additional services</li></ul>

Excluded from this service are activities such as, but not limited to, the following:

- 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
- Planning, design, implementation or assessment of the customer's overall SAN or fabric architecture
- Services that, in the opinion of HP, are required due to unauthorised attempts by non-HP personnel to install, repair, maintain or modify hardware, firmware or software
- Services required due to causes external to the HP-maintained hardware or software
- Installation of any hardware or other physical components, such as network cabling
- Any services not clearly specified in this document

## Service eligibility

The customer must meet the following prerequisites for delivery of this service:

- Have a supported HP ProLiant server and a version of Linux as identified at the HP Linux for ProLiant website <http://h18004.www1.hp.com/products/servers/linux/index.html>

## Customer responsibilities

The customer will:

- Contact an HP service-delivery specialist within 90 days of date of purchase to schedule the delivery of the service
- Coordinate service deployment on third-party maintained hardware or software (if applicable) with HP
- Assign a designated person from the customer's staff who, on behalf of the customer, will grant all approvals, provide information and otherwise be available to assist HP in facilitating the delivery of this service
- Ensure that all service prerequisites as identified under "Service eligibility" are met
- Ensure that all hardware, firmware and software needed by the HP service-delivery specialist to deliver this service are available
- Allow HP full and unrestricted access to all locations where the service is to be delivered
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power and any network connections required
- Be responsible for all data backup and restore operations
- Provide a network environment that is currently running and in good working order
- Provide the appropriate printer drivers
- Provide licensed copies of the software to be installed

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This service provides installation by a trained service-delivery specialist according to HP quality standards.

## General provisions/other exclusions

- HP reserves the right to charge, on a time and materials basis, for any additional work over and above this service package pricing that may result from work required to address service prerequisites or other requirements not met by the customer.
- Should the customer not, within 90 days of having purchased the service, contact HP to schedule its subsequent delivery, HP reserves the right to re-evaluate the charges for this service.
- The ability of HP 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 may provide to HP.

## Ordering information

To order the HP Installation and Startup Service for Linux Operating Systems, contact your local HP representative and reference the following product numbers:

- HA114A1
- U8141A/E

## For more information

For more information on HP Services, contact any of our worldwide sales offices or visit our website at [www.hp.com/hps/support](http://www.hp.com/hps/support)

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